



## DISPATCH SERVICES SUPERVISOR

### DEFINITION

To plan, organize and supervise the operation of the Dispatch Services Unit in the ~~Support Services Division~~ Technical Services Division of the Police Department; to assist in the preparation and monitoring of the Unit's budget; to coordinate the Emergency Mobile Communications Van activities; to provide technical staff assistance to Department staff; and to do related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the ~~Support Services Lieutenant or Captain~~ Police Technical Services Administrator. Exercises direct supervision over dispatchers and other assigned staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Coordinate and assist in formulating policies and procedures for the Dispatch Unit, including the incorporation of procedures required by other local jurisdictions served.

Direct, coordinate and review the work plan for Dispatch Services, and develop methods for improvement of service delivery.

Assume responsibility for all dispatch personnel matters including: selection, assignment and prioritization of work; training; evaluation; and effective input concerning disciplinary matters.

Prepare work schedules to provide for adequate coverage on all shifts; prepare and approve time off and overtime schedules.

Respond to inquiries and complaints concerning dispatch operations and personnel.

Perform dispatch duties as needed.

Assist in the development of the Unit budget; monitor and, as appropriate, approve expenditures.

Establish and maintain effective communications with other Department units, other City departments and applicable agencies at all government levels; and assist in the development of emergency-related plans and procedures.

Coordinate the maintenance and repair of dispatch equipment with other City personnel, contractors and vendors.

Prepare various reports of operations and activities; supervise maintenance of operational records and files.

Serve as the Custodian of Records for Dispatch Services.

Represent the Unit at applicable meetings and conferences; attend seminars and workshops.

### **OTHER JOB-RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operation of public safety computerized communications equipment.

Use and management of dispatch records.

Operational requirements of law enforcement agencies.

Principles, practices and trends relating to emergency communication.

Regulations pertaining to the dispatch of emergency equipment.

Public safety classification codes and computer commands.

Principles of personnel administration.

Principles and practices of office management and budget preparation and administration.

Modern office procedures, methods, and related equipment.

Mathematics and of English usage, grammar, spelling, and punctuation.

**Ability to:**

Effectively supervise a public safety dispatch operation.

Acquire a thorough knowledge of Division and Department policies and regulations, and a working knowledge of applicable City policies and regulations.

Acquire a thorough knowledge of relevant laws and regulations governing dispatch operations and of geographic features and streets of the City and of other areas served.

Remain calm in emergencies and think and act quickly with good judgment.

Communicate effectively both verbally and in writing.

Identify actual and potential problems in service delivery and develop means to reduce or eliminate their occurrence.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Work protracted or irregular hours.

**Experience and Training Guidelines:**

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of communications experience in a public safety environment, including two years in a lead or supervisory capacity.

**Training:**

Equivalent to the completion of the twelfth grade. Additional specialized training (or college level course work) in public safety communications or a related field is desirable.

**Certificates:**

Completion of P.O.S.T. basic dispatch training is required on hire or within a prescribed period of time following employment.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with the ability to sit for extended periods of time, twist, and reach. Possess acceptable vision, hearing, speech, and manual dexterity.

ADOPTED CC:	5-02-05
REVISED CC:	<a href="#">10-07-24</a>
FORMER TITLES:	
BARGAINING UNIT:	MANAGEMENT UNIT
FLSA:	<a href="#">NON-EXEMPT</a>
PERFORMANCE APPRAISAL:	MANAGEMENT
DOT:	NO
PRE APPT-MEDICAL:	YES
SAFETY SENSITIVE:	YES
REQUIRED HARASSMENT PREVENTION TRAINING:	
SUPERVISORY FORM 700:	NO
JOB CODES:	2620
ABOLISHED:	



## MAINTENANCE PLANNER

### **DEFINITION**

To operate, maintain, and serve as administrator for the Computerized Maintenance Management System (CMMS) software and related databases in support of ~~wastewater treatment plant the~~ operations and maintenance of city assets (including but not limited to: city buildings and facilities, wastewater treatment plant, sewer/storm infrastructure, etc., depending on assignment); to plan and schedule maintenance, installation, overhaul, and repair of equipment; and to obtain quotes and bids for software, equipment, and support services.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the WWTP Maintenance Superintendent or from higher level personnel as designated by Department Head, depending on assignment.

**EXAMPLES OF ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Serve as the system administrator for the Computerized Maintenance Management System (CMMS) for ~~the City's wastewater treatment plant~~ city assets and infrastructure; troubleshoot and perform tests to ensure the computerized program is working properly and to ensure the consistency of data output.

Coordinate with operations and maintenance personnel to identify ~~plant~~ maintenance needs to include in a comprehensive preventative maintenance program; obtain technical information, plans, sketches, and written instructions to assist with defining project scope and estimating time, labor, equipment, and material needs as well as safety equipment, permits, and plans for specific maintenance projects.

Develop repair plans by reviewing work orders, clarifying intent with originators, determining scope of work for each job, and ensuring that repair parts and materials are received prior to commencement of jobs; coordinate and schedule jobs with other outside vendors and/or contractors prior to commencement of work.

Collect details pertaining to installation, maintenance and repair history and other information to ensure a current and complete record of work and site documentation; interpret, prepare, and update a variety of charts, graphs, records, correspondence, and reports.

Develop failure analysis and preventative and predictive maintenance plans and requirements for equipment by researching the manufacture's maintenance recommendations; define, compile, and incorporate these maintenance activities in the CMMS.

Research, compile, and prepare reports and documentation on various assigned projects; review overall program components and develop, recommend, and implement modifications; maintain records of findings and corrective actions.

Prepare weekly, monthly, and annual activity reports; monitor and report on status of maintenance projects; complete and maintain records.

Guide the issuance and distribution of materials, supplies, parts, tools, and equipment; maintain the warehouse inventory and non-inventory items by preparing purchase orders for department signature; order materials and supplies via open purchase order system; coordinate and organize contracted services.

Participate in the preparation of plans and specifications for parts, materials and services related to the repair and modification of [plant-city assets and](#) equipment; participate in the selection of contractors and vendors; and participate in the review of submittals for compliance with various Federal, State, and local regulations and requirements.

Train users of the CMMS, including customer familiarization with system capabilities, functionality, and ad hoc reporting.

Fully utilize the computerized work systems in accordance with workflow processes.

Develop, write, schedule, calendar, distribute and update methods and procedures for preventive maintenance activities.

Maintain current records and accurate inventory regarding [plant-city](#) equipment and facilities; take appropriate action when new or retired equipment is acquired.

Plan work orders and suborders to include, but not limited to, description of work, methods, special instructions, printed materials, spare-parts list, special tools, equipment, prerequisite activities, technical support, estimated man-hours and estimated durations of work order.

Prepare routine reports identifying potential problem areas, recommendations for equipment overhauls, potential equipment modifications, and other issues.

Compile cost estimates on major equipment repair/overhaul.

Provide budget support as it relates to future year maintenance.

[Verify asset location and attribute details through field visits as needed.](#)

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

**Knowledge of:**

Principles and practices of asset management systems administration, including preventative and predictive maintenance systems.

If assigned to the wastewater treatment plant: Wastewater treatment operations and equipment, including instrumentation, electrical, control, and mechanical methods and technology used in the maintenance, operation, and upgrading of utility facilities.

Preventative maintenance techniques and schedules.

Purchasing and procurement procedures common to a public agency.

Principles of inventory and contract management.

Principles of project management.

Modern office equipment and methods including use of applicable computer applications.

Techniques and principles of effective interpersonal communication.

Principles and practices of safety management.

Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

Research methods and techniques.

Computer software, including word processing, ~~data base~~database, spreadsheet and accounting applications.

English usage, spelling, punctuation, and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

**Ability to:**

Perform technical duties related to the development, implementation, and maintenance of a comprehensive preventative maintenance management program.

On a continuous basis, sit at a desk; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; perform simple grasping, pushing, pulling, and fine manipulation; lift or carry weight of 50 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret, and explain department policies and procedures and work orders; explain operations and jobs to staff.

Read, interpret, and follow contract drawings, blueprints, and equipment diagrams  
Interpret and explain pertinent preventative maintenance standards and department policies and procedures.

Estimate labor and materials required to correct mechanical problems.

Effectively research and recommend the purchase of various materials and equipment necessary to maintain [a wastewater treatment plant](#)[city assets and facilities](#).

Effectively monitor contracts and the work of contractors to ensure the City's interests are met.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Use computers and handheld devices in the course of work.

[If assigned to the wastewater treatment plant](#): Properly operate a forklift, to load, unload and store materials.

Collect, compile, analyze and present a variety of data in a meaningful way.

Interpret, apply, and explain laws, rules, code and City policies and procedures.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem-solving methods.

Use principles of effective industrial safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

**Experience and Training**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of responsible experience involving the maintenance and repair of a wastewater treatment facility system.

**Or**

Two years' experience in computerized maintenance management system operation and inventory control

**Training:**

Equivalent to an Associate's degree from an accredited college or university with major course work in civil, mechanical, or electrical engineering technology or a related field.

**License or Certificate**

Possession of, or ability to obtain, a valid California driver's license.

Possession of a valid CWEA Mechanical Technologist certification is desirable [if assigned to the WWTP](#)—

**ADA Special Requirement:**

Essential duties require the following abilities and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, reach, twist, climb, and lift 50 pounds; exposure to extreme noise, outdoors, vibration, confining workspace, chemicals, dust, toxic waste, explosive materials, mechanical hazards, and electrical hazards; availability for on-call.

Ability to wear a respirator and maintain a face seal while using a respirator.

ADOPTED CC:	5-18-15
REVISED CC:	8-21-17, <a href="#">10-07-24</a>
FORMER TITLES:	
BARGAINING UNIT:	SEIU MAINTENANCE UNIT
FLSA:	NON-EXEMPT
PERFORMANCE APPRAISAL:	WHITE COLLAR TECHNICAL
DOT:	NO
PRE APPT-MEDICAL:	YES
SAFETY SENSITIVE:	NO

REQUIRED HARASSMENT PREVENTION TRAINING: NON-SUPERVISORY  
FORM 700: NO  
JOB CODES: 6206  
ABOLISHED: