



CITY COUNCIL STAFF REPORT

TO: Honorable Mayor and City Council **DATE:** September 21, 2020
FROM: Matthew Bronson City Manager
PREPARED BY: Karla Mattocks, Human Resources / Management Analyst
John Peters, Chief of Police
SUBJECT: Authorization to Amend the Classification and Compensation Plan to add the Community Services Technician I/II Job Specifications.

RECOMMENDATION

Adopt the Resolution amending the Classification and Compensation Plan to add the Community Services Technician I/II Job Specifications.

BACKGROUND

On July 9, 2018, Council received a report on a comprehensive audit and review of the Police Department operations that concluded with 37 recommendations that the City could undertake to improve Police operations and services to the community. Recommendation #15 suggested the City hire a full-time non-sworn Community Services Officer (*Technician*) to assist in appropriate patrol related matters as well as assist patrol officers assigned to the Community Partnership Program to address “quality of life” issues within the city.

Staff reviewed this recommendation and evaluated other non-sworn Community Services Technician programs throughout California. Staff’s review of other programs determined there would be a significant benefit to the creation of a non-sworn Community Services Technician program within the Police Department. The program implementation would be beneficial to the community by assisting patrol officers with non-emergency calls for service and other community care taking tasks. Staff determined that each full-time non-sworn Community Services Technician position could relieve the patrol officers of having to respond to approximately 1,200 non-emergency calls for service. Typical non-emergency calls for service that a non-sworn Community Services Technician would handle could include:

- Parking Violations
- Abandoned Vehicles / 72 Hour Violations
- Lost/Found Property
- Graffiti Reports
- Minor Vandalism Reports
- Petty Theft Reports
- Fingerprinting
- Vacation / Extra Patrol Checks
- Code Compliance Investigations

Staff has met and conferred with the Grover Beach Police Officers' Association (GBPOA) which is the recognized bargaining unit that would represent the Community Services Technician I/II positions. The GBPOA has agreed that the creation of the Community Services Technician I/II job specifications would benefit the community. The Community Services Technician I/II job specifications will offer a competitive compensation schedule (Exhibit B) for this type of a position and will be consistent with similar positions in law enforcement agencies within San Luis Obispo County. Staff would note that while the addition of this classification is recommended, staff is not recommending adding a permanent position using this classification to the Police Department at this time. This new classification could be used on a temporary basis this year or for a permanent position at some point in the future.

FISCAL IMPACT

There is no fiscal impact with the creation of the Community Services Technician I/II job classification. The Police Department budget has salary savings for sufficient funding for a temporary position if created for the remainder of fiscal year 2020-21.

ALTERNATIVES

The Council has the following alternatives to consider:

1. Adopt the Resolution to amend the Classification and Compensation Plan to add the Community Services Technician I/II Job Specifications; or
2. Provide other direction to staff.

PUBLIC NOTIFICATION

The agenda was posted in accordance with the Brown Act. A courtesy copy of this staff report and the meeting agenda were provided to the Grover Beach Police Officers' Association.

Attachments

1. Resolution 20-__, amending the Classification and Compensation Plan to add the Community Services Technician I/II Job Specifications; Exhibit A – Community Services Technician I/II Job Specifications; Exhibit B – Community Services Technician I/II Salary Schedule

RESOLUTION NO. 20-__

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GROVER BEACH, CALIFORNIA AMENDING THE CLASSIFICATION AND COMPENSATION PLAN RESOLUTION NO. 02-73 AND AUTHORIZING THE JOB CLASSIFICATION OF COMMUNITY SERVICES TECHNICIAN I/II

WHEREAS, Resolution No. 02-73 was adopted by the City Council on September 17, 2002, establishing rules governing compensation rate and related requirements for all job classes; and

WHEREAS, the Police Department's 2018 Audit Report highlighted an opportunity to create a Community Services Technician Program to assist patrol officers with providing non-emergency services to the Community; and

WHEREAS, the Police Department studied several similar programs in the State of California and desires to create the Community Services Technician job classifications (Exhibit A) to enhance community services to Grover Beach; and

WHEREAS, the Community Services Technician I/II compensation (Exhibit B) will be consistent with other similar positions found in local law enforcement agencies in San Luis Obispo County.

NOW, THEREFORE, BE IT RESOLVED that the City Council does hereby amend Resolution No. 02-73 to authorize the additional classification and compensation of Community Services Technician I/II.

On motion by _____, second by _____, and on the following roll-call vote, to wit:

- AYES: Council Members -
- NOES: Council Members -
- ABSENT: Council Members -
- ABSTAIN: Council Members -

the foregoing Resolution was **PASSED, APPROVED, and ADOPTED** at the Regular Meeting of the City Council of the City of Grover Beach, California, this 21st day of September, 2020.

****DRAFT****

JEFF LEE, MAYOR

ATTEST:

WENDI SIMS, CITY CLERK

FLSA: NON-EXEMPT

CITY OF GROVER BEACH
COMMUNITY SERVICES TECHNICIAN I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a class. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under direct or general supervision provides technical expertise and performs a variety of administrative, technical and/or field support tasks involving the operation, enforcement, maintenance and problem resolution of departmental and/or Citywide systems and functions; and performs related work as required. Responsibilities differ, depending upon the technical expertise required within the department or function assigned.

DISTINGUISHING CHARACTERISTICS:

Technician I is the entry and first working level in the Technician series. Incumbents work under supervision and learn the basic assignments of a functional area or assist with the conduct of the more challenging and technically difficult assignments. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. The work requires the application of policies, procedures and regulations and involves frequent contact with city employees and the public. This class is alternately staffed with the Technician II class and incumbents may advance to the higher-level class after obtaining the knowledge, skills, experience, licenses and certifications, if required, that meet the qualifications for the higher-class level and demonstrating the ability to perform the work of the higher-level class.

Technician II is the journey-level class in the Technician series. Incumbents coordinate and participate in technical and/or administrative support work for a department or function by performing multiple duties to ensure efficient City service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This position requires considerable initiative, investigative and analytical abilities.

SUPERVISION RECEIVED AND EXERCISED:

This classification receives direct or general supervision from a Police Sergeant or higher ranking officer, depending upon assignment.

ESSENTIAL FUNCTIONS: *(include, but are not limited to the following)*

- Performs, monitors and coordinates the daily technical operations of assigned areas and maintains appropriate records.

- Receives visitors and telephone calls; and/or provides factual information or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances.
- Responds to written and verbal requests from a variety of sources; provides information to City staff, regulatory agencies, other organizations and the public.
- May provide information and assistance to the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- May prepare graphic displays including charts, maps, calendars, and related materials to effectively present statistical data.
- May prepare agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, meeting minutes and correspondence regarding assigned activities.
- Assists in the preparation, accumulation, maintenance, management and protection of official City documents and records; indexes, files, scans, stores, and destroys records according to policies and procedures; may assist with maintenance and updating of records retention guidelines.
- May coordinate calendar and scheduling of activities, meetings, and various events for City staff; coordinate assigned activities with City departments, the public and outside agencies; coordinate and process travel arrangements.
- May perform routine and preventative maintenance on equipment and facilities; diagnose, troubleshoot, and repair problems within assigned area of expertise.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- Calculates, checks and tabulates standard arithmetic or statistical data related to field and office work; may summarize such information and prepare periodic numerical reports.
- Performs technical field, office and computer-aided studies, evaluates data collected and makes recommendations to appropriate staff and prepares periodic and special reports based on findings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, reference and follow-up files, records and databases; purges as required.
- May prepare specifications, plans, estimates, presentations, technical illustrations, and reports related to specific area of expertise.
- May conduct inspections to evaluate compliance with City ordinances, state and federal governmental laws and other requirements; reports failures or operating difficulties and makes suggestions for correcting non-compliance.
- May operate, adjust and maintain electrical, mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- May collect and log a variety of samples from various locations throughout the City.
- May perform a variety of moderately complex and standard tests and analysis on samples, following approved procedures.
- May perform quality control tests on procedures and equipment for State accreditation purposes.
- May draft standard operating procedures for required tests and analyses.
- May calculate, collect, and account for fees and other monies collected using City ordinances and fee schedules.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply and equipment purchases; analyzes and makes recommendations; ensures items are properly stored; may update inventory and generates inventory reports for reference.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices and new developments in assigned

- work areas.
- Observes safe work methods and safety precautions related to the work.
 - May coordinate special projects that vary depending on department to which assigned.
 - Contributes to a positive work environment by participating in solutions to problems as they occur.
 - May attend a P.O.S.T. certified 832 Penal Code course, participating in and passing all required classes designed to provide an overview of the Criminal Justice System which includes training in various laws, police procedures, law enforcement techniques, first aid, and physical fitness.
 - May attend California Association of Code Enforcement Officer Basic, Intermediate and Advanced training courses.
 - May make arrests, detentions, direct traffic, issue citations, and impound or store vehicles.
 - May assist with evidence identification, collection, processing and documentation.
 - May assist in interviewing of individuals.
 - May testify in City administrative hearings or civil and criminal court proceedings.
 - May train in the Use of Force policy and practices in order to carry a baton, taser, pepper spray and handcuffs.
 - May attend an International Code Council training course for Property Maintenance Inspections.
 - May perform a variety of support duties, not requiring a sworn Police Officer.
 - May respond to calls for service regarding accidents, non-emergencies, crimes, threats, or requests for aid.
- Performs other duties as assigned.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, running, jumping, reaching, twisting, turning, kneeling, bending, squatting, stooping, and lifting in excess of 50 pounds, and occasionally over 100 pounds, in the performance of daily activities. The position also requires both near and far vision and acute hearing. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or a two-way radio. Additionally, incumbents may work outdoors in all weather conditions, including wet, hot, and cold. Attendance at off-hours meetings may be required. Must be available for regular and emergency standby, weekend assignments, and work emergency overtime as required. The position entails working in semi-hazardous situations and may involve abusive persons, potential physical violence, and the potential risk of exposure to blood-borne pathogens in the performance of law enforcement duties. The nature of the work also requires the incumbent to drive motorized vehicles under normal non-emergency conditions, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions, often work with constant interruptions, and work flexible hours, including weekends and split shifts. *Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.*

QUALIFICATIONS:

Education and Experience:

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

Technician I and II: Equivalent to graduation from high school. Completion of 12 semester units from an accredited college, university or trade school in a field related to work assigned is desired.

Technician I: One year of technical support or experience related to the work assigned and experience

working in a public agency setting is desirable.

Technician II: Three years of responsible technical experience working in an organization which will have provided knowledge of the departmental function to which assigned. Experience working in a public agency setting is desirable.

Licenses and Certifications:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Must possess and maintain a P.O.S.T. approved Penal Code 832 certification as well as a CPR and First Aid within twelve months of appointment. A California Association of Code Enforcement (CACE) or Southern California Association of Code Enforcement Officers (SCACEO) certification as a Code Enforcement Officer is desirable. The one-year time frame for certification may be extended at the discretion of the Executive Manager.

Knowledge of:

- Federal, state, county, and City codes, regulations, policies, laws, rules, agreements, technical processes and procedures related to City and departmental activities.
- The organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Operations, services, and activities for the assigned department.
- The care, maintenance and operational requirements of assigned equipment.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.
- Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding property and materials including hazardous materials.
- Procedures and methods for providing services and information to the public including those related to collecting, maintaining, and releasing information, files, and documents.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone and/or radio system.

Skill in:

- Take a proactive approach to problem solving.
- Demonstrate an awareness and appreciation of the cultural diversity of the department and community.
- Attend work, as scheduled, on a regular basis, to effectively perform the position's required duties and responsibilities.
- Practice and exemplify the City's and Department's Vision for Service.
- Learning the functions and procedures for the department to which assigned.
- Interpreting, applying, explaining and implementing policies, procedures, technical processes and

- computer applications related to the City, department or organizational unit to which assigned.
- Collecting, compiling, analyzing and summarizing varied information, proposing and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests for service.
- Compiling information from varied sources and preparing accurate records, reports, charts, graphs, maps and bulletins.
- Making accurate arithmetic and statistical calculations and projecting long-term changes.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing assigned work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Collecting and analyzing data and making appropriate recommendations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Preparing clear, concise, factual, and thorough reports and statements.
- Entering and maintaining accurate data and information in communication systems.
- Operating equipment and assigned vehicle in a safe manner.
- Exercising tact and judgment in responding to public inquiries and resolving complaints and problems.
- Reacting quickly and calmly in semi-emergency or hazardous situations and adopting an effective course of action.
- Working under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Understanding and following oral and written instructions.

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.

Approved & Adopted:

Signature: _____
Human Resources Coordinator

Date: _____

Signature: _____
City Manager

Date: _____

City of Grover Beach
STAFFING DETAIL & SALARY SCHEDULE

Community Services Technician I

	Step A	Step B	Step C	Step D	Step E
Community Services Technician I	3,847	4,039	4,241	4,456	4,676

Community Services Technician II

	Step A	Step B	Step C	Step D	Step E
Community Services Technician II	4,547	4,775	5,013	5,264	5,527