

MEMORANDUM

To: Mayor and City Council

From: Nicole Stojka, Human Resources Director

Date: October 24, 2016

Subject: **Approval of Amendment of City Position Allocation and Compensation Chart**

ITEM DESCRIPTION

Approval to reclassify the Terminal Agency Coordinator (TAC) position to a supervisory Records Supervisor position

BACKGROUND

Currently, our Police Service Representatives (PSRs) report to a Sergeant assigned to Administration. Supervising PSRs is just one part of that Sergeant's responsibilities. The work of our PSRs is highly specialized and requires significant attention to details. Due to the nature of their work, a civilian more familiar with their duties would be better suited to manage this function.

Additionally, our PSR position has experienced the most turnover of any position within our Police Department. Having a civilian supervisor who is intimately familiar with the PSR work requirements and challenges will significantly contribute to improved operations in this function and potentially a reduction in the turnover rate.

Staff analyzed job descriptions and salary data from surrounding cities for positions similar to supervisory Records Supervisor positions.

EVALUATION

The current salary range for the TAC position is \$35,000 - \$52,600. Based on survey data from surrounding competitive cities for positions similar to a Records Supervisor, the recommended salary range is \$42,000 - \$63,000, as shown on the attached Position Allocation and Compensation Chart.

RECOMMENDED ACTION

It is respectfully requested that Council approve Staff's recommendation to modify the current Position Allocation and Compensation Chart effective October 24, 2016 to reclassify the TAC position to a supervisory Records Supervisor position and to update the salary range to \$42,000 - \$63,000.

POSITION ALLOCATION AND COMPENSATION CHART

Department/Title	Full Time	Elected Officials	Salary Range	
			Minimum	Maximum
General Government Mayor City Council		1 6	Set by Charter Set by Charter	Set by Charter Set by Charter
Office of the City Manager City Manager Assistant City Manager	1 1		Set by Council \$ 92,200	Set by Council \$ 138,700
Administrative Services City Clerk	1		\$ 67,900	\$ 102,100
Community Development Community Development Director	1		\$ 85,100	\$ 128,000
Economic Development Economic Development Director Business Retention Manager	1 0.7		\$ 85,100 \$ 36,600	\$ 128,000 \$ 55,000
Financial Services Finance Director	1		\$ 96,100	\$ 144,600
Human Resources Human Resources Director Human Resources Generalist	1 1		\$ 85,100 \$ 44,000	\$ 128,000 \$ 66,000
Municipal Court Court Clerk Deputy Municipal Court Clerk	1 3		\$ 52,300 \$ 35,000	\$ 78,700 \$ 52,600
Parks and Recreation Parks and Recreation Director	1		\$ 85,100	\$ 128,000
Public Safety Chief of Police Deputy Chief of Police Major Lieutenant Sergeant Records Supervisor (non-sworn) Police Officer Executive Assistant (non-sworn) Crime Analyst (non-sworn) Crime Scene Technician (non-sworn) Property & Evidence Technician (non-sworn) Police Service Representative (non-sworn) Prisoner Transport Officer (non-sworn)	1 1 2 4 9 1 41 1 1 1 1 4 1		\$ 96,100 \$ 76,500 \$ 63,000 \$ 57,000 \$ 51,000 \$ 42,000 \$ 41,300 \$ 41,300 \$ 39,000 \$ 37,500 \$ 33,000 \$ 30,000 \$ 27,200	\$ 144,600 \$ 115,000 \$ 94,500 \$ 85,500 \$ 76,500 \$ 63,000 \$ 62,100 \$ 62,100 \$ 58,500 \$ 56,400 \$ 49,600 \$ 45,100 \$ 40,800
Public Works Public Works Director	1		\$ 90,000	\$ 135,000



TITLE: ~~Terminal Agency Coordinator (TAC)~~ Records Supervisor

DEPARTMENT: Public Safety

FLSA STATUS: Non-Exempt

JOB SUMMARY:

This is an entry-level supervisory position, which performs under the direct supervision of the support services division Lieutenant. This position is responsible for the direct supervision of ~~Dunwoody GCIC/NCIC terminal operators~~ Police Service Representatives and for ensuring agency compliance with all rules and regulations of the Georgia Criminal Information Center and National Criminal Information Center (GCIC/NCIC). Provides training, initial certification, recertification and reviewing of work performed for GCIC/NCIC compliance. ~~This position performs under the direct supervision of the support services division Sergeant.~~ Additionally, the position is responsible for retrieving police reports; processing citations; verifying, retrieving, entering and changing information stored on GCIC; dispersing information to police personnel and citizens; and entering and retrieving information on the in-house computer system.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Trains personnel and/or instructs in work methods
- Assigns, coordinates, and reviews work
- Plans, completes, and posts monthly subordinate work schedule
- Maintains administrative records and files (such as leave requests and electronic time sheets)
- Identifies personnel training needs and makes recommendations for specialized training
- Conducts personnel evaluations and completes performance appraisals
- Advises and assists subordinates as to priorities and procedures and ensures compliance with departmental rules and regulations
- Maintains communication with appropriate Chain of Command
- Monitors and maintains departmental communication between employees and others
- Prepares and performs GCIC annual audits
- Ensures the department maintains compliance with GCIC Rules and Regulations, Section 140.2.7 Audit Procedures
- Maintains GCIC and certification records
- Validates warrants and GCIC entries
- Administration of training for all sworn and non-sworn DPD members as it relates to privacy and security, the dissemination of CHRI, use of the GCIC terminal, proper use of GCIC and NCIC procedure books and other related training. Responsible for maintaining, posting, and filing all procedural updates received from GCIC.
- Administers or oversees terminal operator training, certification/re-certification testing, and the reporting to GCIC regarding the certification/re-certification status of all terminal operators employed by the Dunwoody Police Department
- Maintains Security and Integrity training records
- Reviews GCIC bulletins weekly and implements procedural changes as required
- Receives training, testing, and certification as mandated by GCIC



- Verifies all information stored on GCIC by monitoring validation reports from GCIC, completes form letters on each entry, and writes supplemental report to upgrade information. Verifies GCIC/NCIC entries.
- Runs suspended and revoked licenses taken by officers through GCIC for status, completes forms and makes copies of reports and licenses, mails original to state and files copies
- Processes citations, checks computer records, and files records generated by the department
- Schedules and supervises the issuance of permits and the completion of fingerprinting
- Teletypes-Electronically communicates police messages to and from other agencies
- Performs duties at the front desk including operating the telephone switchboard, assisting citizens, and bonding people out of jail
- Assists general public in obtaining reports and information and collects money for various services
- Answers phones and takes messages for officers
- Conducts criminal history checks as needed to process case files and other requests
- Monitors internal security system
- Will be required to perform other related duties as requested, directed or assigned
- Regular attendance and punctuality are essential requirements of the job

MINIMUM QUALIFICATIONS:

Education and/or Experience

- a) High School graduate or GED
- b) Minimum of two (2) years experience in an office clerical position preferably in a police environment
- c) An equivalent combination of education and experience may be acceptable

Necessary Knowledge, Skills, and Abilities

- a) Knowledge of departmental policies, procedures, directives, rules and regulations, and GCIC/NCIC policies and procedures
- b) Georgia Crime Information Center Terminal Agency Coordinator Certification
- c) Knowledge of state laws, practices and procedures relating to municipal police departments
- d) Ability to type 35 wpm with skill and accuracy
- e) Ability to operate a switchboard, police radio, and office equipment
- f) Knowledge of modern office practices, equipment, methods and procedures
- g) Ability to understand and carry out complex verbal and written instructions
- h) Ability to deal tactfully and courteously with employees and the general public
- i) Ability to communicate clearly and effectively, verbally and in writing
- j) Ability to develop and maintain effective working relationships with officials, employees, state and federal authorities, civic leaders and the public
- k) Skill in managing competing priorities on multiple projects
- l) Ability to manage stressful situations



SPECIAL REQUIREMENTS:

- Must be able to manage multiple items at the same time; prioritize tasks; and meet recurring and period time constraints; must be able to maintain confidentiality.
- Certification as a notary public shall be obtained within sixty days of employment with the City.
- Required to work shift work (open 24 hours a day).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit for extended periods of time.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, balance, stoop, kneel, or crouch; talk or hear; and smell.
- The employee must occasionally lift and move up to 15 pounds.
- Specific vision and hearing abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee primarily works in indoor environments.

PUBLIC CONTACT:

Extensive contact with other employees and the general public involving problem solving circumstances.