



4800 Ashford Dunwoody Road
Dunwoody, Georgia 30338
dunwoodyga.gov | 678.382.6700

MEMORANDUM

To: Mayor and City Council
From: Mike Carlson, Chief of Police
Date: April 29, 2024
Subject: Request for Additional Personnel

ACTION

Approve the addition of four public safety ambassadors to the patrol division.

BACKGROUND/SUMMARY

Public Safety Ambassadors are non-sworn employees who work alongside sworn police officers providing vital services so police officers can focus their time and energy on functions only officers can do, thus maximizing our finite staff resources. For example, Public Safety Ambassadors typically direct traffic, work private property crashes, issue parking citations, take police reports when no enforcement is needed, and have a myriad of other responsibilities.

The Marietta Police Department and Milton Police Department have a thriving Public Safety Ambassador program. The Marietta Police Department has used its PSA program to create sworn police officer employment candidates. PSA's are hired at 18+, and six of them have become police officers since they first started their program.

A Public Safety Ambassador program in Dunwoody would require the purchase of easily identifiable Public Safety Ambassador vehicles, radios, and other equipment. Ideally, we would start with 2-3 Public Safety Ambassadors. In addition, we would hope to recruit candidates through our Public Safety Cadet program (formerly our Police Explorer program) who have an interest in law enforcement and who may one day join our department as a sworn officer when they reach 21.

Estimated First Year Costs: \$353,000



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RECOMMENDATION

Staff recommends the City Council approve the four positions of Public Safety Ambassador.



TITLE: Public Safety Ambassador
 DEPARTMENT: Public Safety
 FLSA STATUS: Non-Exempt

JOB SUMMARY:

This position is responsible for writing police reports, directing traffic, referring City services, answering questions from citizens, entering information on the in-house computer system, and handling other low-risk administrative duties often handled by Police Officers. The position is a safety-sensitive position. This is a civilian position that works under the general supervision of a police department patrol Lieutenant.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responds to low-risk calls for service in the field by means of driving a City vehicle. May be dispatched to take reports or handle the following types of calls including, but not limited to: lost or found property, disabled or abandoned vehicles, assisting officers with vehicle towing, crime scene evidence collection for non-violent crimes, private property accidents not involving a physical arrest, thefts, harassing and/or obscene phone calls, traffic control, serving as a designated school crossing guard, assisting with missing person searches, monitoring security cameras, transporting and placing message boards, speed trailers and other equipment, and other calls of a non-emergency, low-risk nature.
- Writes police reports stemming from citizens in the field, on the phone and at the police department.
- Assists Fleet Maintenance Coordinator with associated equipment maintenance.
- Will be required to perform other 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 and at least 18 years of age at time of hire.
- b) Minimum of two (2) years experience in an office clerical position preferably in a police environment.
- c) Must possess a valid State of Georgia Driver's License (Class C) and a satisfactory Motor Vehicle Record (MVR).
- d) An equivalent combination of education and experience may be acceptable.

Necessary Knowledge, Skills, and Abilities

- a) Knowledge of modern office practices, equipment, methods, and procedures
- b) Skill in operation of issued equipment and motor vehicle
- c) Ability to use a PC and MS Office Suite software, including Word, Excel, Outlook and others, to enter and retrieve data, and compose incident reports
- d) Ability to learn to effectively operate a police radio
- e) Ability to strictly follow department procedures
- f) Ability to understand and carry out complex verbal and written instructions
- g) Ability to communicate clearly and effectively, verbally and in writing



- h) Ability to organize information and prepare written reports
- i) Ability to manage stressful situations
- j) Ability to exercise good judgment in evaluating various situations and making decisions according to department procedures
- k) Ability to develop and maintain effective working relationships and deal tactfully and courteously with officials, employees, vendors, and the general public
- l) Ability to pass and maintain the appropriate GCIC certifications

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.
- Must be able to work shift hours, weekends and holidays as required.

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 and drive for extended periods of time.
- Hand-eye coordination is necessary to operate motor vehicle, computers, and various issued 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, climb or balance, stoop, kneel, crawl or crouch; talk or hear; and smell.
- The employee must occasionally lift and move up to 50 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 may work in indoor or outdoor environments and is subject to inclement weather conditions. Incumbent is subject to hazardous conditions that could result in serious injury or death and physical exertion such as running, lifting, pulling, pushing and bending.

PUBLIC CONTACT:

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



PROPOSED POSITION ALLOCATION AND COMPENSATION CHART

Grade	Department	Title	Full Time	Elected Officials	Salary Range		
					Minimum	Midpoint	Maximum
101	Police	Prisoner Transport Officer	2		\$37,426	\$48,653	\$59,881
104	Finance	Business License Specialist	1		\$47,146	\$61,291	\$75,434
104	Police	Fleet Maintenance Coordinator	1		\$47,146	\$61,291	\$75,434
104	Police	Police Service Representative	6		\$47,146	\$61,291	\$75,434
104	City Clerk	Records Clerk	1		\$47,146	\$61,291	\$75,434
105	Municipal Court	Deputy Municipal Court Clerk	3		\$50,919	\$66,194	\$81,469
105	Police	Property and Evidence Technician	2		\$50,919	\$66,194	\$81,469
105	Police	Public Safety Ambassador	4		\$50,919	\$66,194	\$81,469
105	Technology	Technology Support Specialist	1		\$50,919	\$66,194	\$81,469
106	Police	Crime and Intelligence Analyst	1		\$54,992	\$71,490	\$87,988
106	Police	Crime Scene Technician	1		\$54,992	\$71,490	\$87,988
106	Finance	Financial Analyst	2		\$54,992	\$71,490	\$87,988
107	Police	Detective	8		\$59,391	\$77,209	\$95,026
107	Police	Executive Assistant	1		\$59,391	\$77,209	\$95,026
107	Police	Police Officer	37		\$59,391	\$77,209	\$95,026
108	City Clerk	Deputy City Clerk	1		\$64,142	\$83,385	\$102,628
108	Human Resources	Human Resources Generalist	1		\$64,142	\$83,385	\$102,628
108	Finance	Revenue Accountant	1		\$64,142	\$83,385	\$102,628
108	Technology	Systems Administrator	2		\$64,142	\$83,385	\$102,628
109	Police	Records Supervisor	1		\$69,274	\$90,056	\$110,839
110	Economic Development	Business Retention and Cultural Development Manager	1		\$76,202	\$99,061	\$121,922
110	Technology	Lead Systems Engineer	1		\$76,202	\$99,061	\$121,922
110	Police	Sergeant	11		\$76,202	\$99,061	\$121,922



Grade	Department	Title	Full Time	Elected Officials	Salary Range		
					Minimum	Midpoint	Maximum
111	Finance and Administration	Accounting Manager	1		\$82,297	\$106,987	\$131,676
111	Communications	Communications Manager	1		\$82,297	\$106,987	\$131,676
112	Human Resources	Human Resources Manager	1		\$88,881	\$115,547	\$142,211
112	Police	Lieutenant	4		\$88,881	\$115,547	\$142,211
112	Municipal Court	Municipal Court Clerk	1		\$88,881	\$115,547	\$142,211
114	City Clerk	City Clerk	1		\$105,592	\$137,270	\$168,948
114	Community Development	Deputy Community Development Director	1		\$105,592	\$137,270	\$168,948
114	Technology	Technology Manager	1		\$105,592	\$137,270	\$168,948
115	Finance	Assistant Finance Director	1		\$114,040	\$148,252	\$182,464
115	Police	Major	2		\$114,040	\$148,252	\$182,464
116	Communications	Communications Director	1		\$123,163	\$160,112	\$197,062
116	Community Development	Community Development Director	1		\$123,163	\$160,112	\$197,062
116	Police	Deputy Chief	1		\$123,163	\$160,112	\$197,062
116	Public Works	Deputy Public Works Director	1		\$123,163	\$160,112	\$197,062
116	Economic Development	Economic Development Director	1		\$123,163	\$160,112	\$197,062
116	Parks and Recreation	Parks and Recreation Director	1		\$123,163	\$160,112	\$197,062
117	Public Works	Public Works Director	1		\$133,017	\$172,922	\$212,826
118	Finance and Administration	Finance Director	1		\$143,659	\$186,756	\$229,852
118	Human Resources	Human Resources Director	1		\$143,659	\$186,756	\$229,852
118	Police	Police Chief	1		\$143,659	\$186,756	\$229,852
118	Technology	Technology Director	1		\$143,659	\$186,756	\$229,852
119	City Manager	Assistant City Manager	1		\$155,151	\$201,696	\$248,241
	City Manager	City Manager	1		Set by Council	Set by Council	Set by Council
	General Government	City Council		6	Set by Charter	Set by Charter	Set by Charter
	General Government	Mayor		1	Set by Charter	Set by Charter	Set by Charter