

**SENIOR POLICE SERVICE REPRESENTATIVE (2209)  
TASK LIST (2018)**

**ADMINISTRATIVE**

1. Checks watch drawer in Watch Commander's office to determine if any staff has called in absent for duty, adjusts daily work sheet by changing assignments, and completes sick or leave of absence reports as necessary for changes in employee duty status in order to ensure that predetermined staffing needs for each function [Emergency Board Operator (EBO), Bureau Communications Coordinator (BCC), Radio Telephone Operator (RTO), and Auxiliary Telephone Operator (ATO)] are met.
2. Gathers daily worksheet, rotator (i.e., notebook with news, notices, and transfer notices), relief slips, training materials, lesson plans, and conducts roll call to prepare staff for the day's work.
3. Performs roll call by calling out staff names to confirm attendance, reading and verifying assignments, passing out relief slips, reading rotator, documenting tardy staff, presenting roll call training (including lesson plans, resource materials, or videos), performing uniform inspections (formal and informal) in order to prepare staff for work, and readjusting the schedule as necessary in order to prepare staff for work.
4. Completes days off project and deployment period schedule to be given to Watch Commander for review by utilizing applicable systems, such as the Deployment Planning System (DPS) or Days Off Electronic spreadsheet, by following Divisional guidelines in order to ensure correct numbers of staff are scheduled each day.
5. Reviews early out requests each day by reviewing staffing needs for the day, actual number of employees working, call waiting levels, activities scheduled for the day, and any projected problems in order to accommodate staff requests.
6. Addresses injury-on-duty (IOD) incidents by investigating and completing reports of injury-on-duty (IOD) for employees, driving employee to medical facility for treatment (and/or residence), notifying Watch Commander, correcting or reporting problem that created injury, and providing safety training to the rest of the staff in order to ensure that the work area is safe.
7. Completes a variety of forms, such as sick reports, leave of absence reports (e.g., family illness, preventative medicine, bereavement leave, military leave, and leave without pay) and queue management/EBO statistical logs in order to keep employee files up to date and display proficiency with the Deployment Planning System (DPS) to ensure accurate employee account of working hours.
8. Reviews Employee Report (Form 15.7), grievance initiation forms, and requests (e.g., vacation schedule changes, special work assignments, complaints regarding scheduling work assignments, and unfair treatment) by referring back to Divisional policies for clarifications in order to respond and make recommendations to the appropriate authority for final disposition.

9. Monitors employee performance by making notations on Employee Comment Sheets (Form 1.77) and late logs, talking to staff seen behaving in conflict to policy (e.g., being tardy, leaving work area, being out of uniform, being unplugged, being discourteous, handling calls improperly, or not following procedures), and regarding receipt of a compliment from a citizen, field unit, or supervisor in order to bring it to staff's attention and to have documentation for rating reports.
10. Writes yearly rating reports for assigned staff (8 – 15+) by reviewing Training Evaluation and Management System (TEAMS) report, monthly ratings, monitor cards, personnel package, employee comment sheet entries, late logs, and sick records in order to evaluate assigned staff's work habits, courtesy with calls/officers/co-workers, and compliance with Department and Divisional policies and procedures in order to evaluate staff performance.
11. Writes a Notice to Correct Deficiencies (Form 78) for unacceptable behavior or repeated incidents of tardiness, discourtesy, and deviations from policies and procedures in order to correct and record performance issues.
12. Initiates Complaint Form 1.28 for repeated behavior that a Notice to Correct Deficiencies did not correct, such as possible incidents of misconduct, insubordination, drug use on or off duty, or Driving Under the Influence (DUI), in order to determine if the allegations did occur and to have corrective action taken, if necessary.
13. Makes monthly change to watch assignments and trainee/instructor changes, when necessary, by being aware of each trainee's progress and each instructor's strengths in order to expedite training and reviews probationary daily and bi-weekly performance evaluations for completeness and accuracy.

## **SUPERVISORY**

14. Supervises the change of watch for a staff of between 40 - 100 people by patrolling the Communications Division Dispatch Center operations floor, reviewing the daily worksheet to ensure staff is on the correct console, and discussing computer/technical problems, unusual occurrences, major events, and any other pertinent information with off-going Senior Police Service Representatives in order to keep them informed of daily occurrences.
15. Manages staff by manually completing the next day's work-sheet and planned daily worksheet in Deployment Planning System (DPS), reviewing the days off schedule for the deployment period to determine who is working that day, checking which functions employees have worked in to ensure staff gets rotated to all functions, and assigning lunch break schedules by seniority.
16. Monitors assigned staff periodically (at least once each deployment period) on all functions by plugging in headset, using telephone jack, or using the Computer Aided Dispatch (CAD) system or Neptune Intelligence Computer Engineering (NICE) recording system from a desktop PC, from a remote position, fills out Employee

Comment Sheet (Form 1.77), makes written and oral comments about performance, and reviews comments with individuals in order to ensure compliance with rules and procedures.

17. Responds to a variety of questions from staff during Queues and Emergency Board Operators (Que/EBOS) meetings regarding work procedures by giving the correct procedure in order to assist staff with their job.
18. Resolves disagreements between personnel regarding the coding of calls, following procedures, and dispatching policies by evaluating problems or calls and giving direction to all parties involved in order to ensure a smooth work flow.
19. Patrols operations floor and monitors applicable call center management information systems to verify that staff is plugged in, available for calls, courteous to callers, checking call waiting, and monitoring queues from Bureau Communications Coordinator (BCC) in order to ensure call loads are handled as quickly as possible and ensure staff are adhering to lunch/break schedules.
20. Monitors emergency situations and unusual occurrences by monitoring staff remotely from the supervisor work station or separate console, or assisting in determining the locations/boundaries for a vehicle or foot pursuit by accessing the Vela mapping system and utilizing Google Maps in order to ensure that staff broadcasts the correct location on the appropriate frequency.
21. Makes referrals to appropriate Department or City resources (e.g., employee assistance unit) for employees who may be experiencing issues outside of the workplace in order to provide assistance to staff when necessary.
22. Oversees employees' activities during unusual occurrences by giving guidance in the implementation of emergency policies and procedures such as mobile field force, tactical alert, and coordinating between Departmental bureaus (South, West, Valley, and Central) in order to ensure successful operation during the event.
23. Receives grievances from employees, performs informal hearing and counseling, provides informal response, and assists employee in continuation of grievance process if necessary in order to adhere to Memoranda of Understanding (MOU).
24. Writes commendations to employees in order to acknowledge the quality of their work and recognize exceptional performance.

## **COMMUNICATION**

25. Responds to public complaints regarding service from police officers and Communications Division (CD) personnel by explaining Department and Divisional policies regarding the initiation of appropriate documentation for complaints varying from supervisor's log entry to Complaint Form 1.28, providing a solution to complainants' problem, giving referral information, and making proper corrections in order to ensure the public receives proper service.

26. Converses on the telephone with divisional Watch Commanders and field supervisors regarding field units in order to investigate operator errors, field unit errors, or system/computer problems and offer recommendations for solutions.
27. Notifies Watch Commander of significant events for the day, such as officer urgent field situation or emergencies, counseling, monitoring, filling out sick revisit forms, changing staff assignments, moving complaint board operators from Primary (9-1-1) to Secondary lines, systems problems, interacting with tour groups going through the operations floor, attending supervisor's meeting, and filling out rating reports and completed staff work in order to keep Communications Division's Commanding Officer apprised of the activities of the Division.

## **INVESTIGATIVE**

28. Addresses public complaints by reading the Complaint Form 1.28, planning course of action, checking printouts by complainants' telephone number to determine which console took the call, checking worksheet to determine who was on the console, obtaining recording of call or transcript of text through the Neptune Intelligence Computer Engineering (NICE) recording system, listening to actual call, displaying and printing out a copy of the incident that was created, interviewing complainant, witnesses, and accused employee in person or by telephone, taking notes while interviewing, digitally recording interview, gathering evidence such as prior complaint history on the accused, recordings of calls, and daily work sheets, writing a report in narrative form of the results from the interviews and evidence, and writing complaints using approved format of each allegation and interviews for the Watch Commander's review in order to provide necessary background for the Captain to respond to complaint.

## **INSTRUCTIONAL**

29. Provides roll call training by researching assigned topics (e.g., misuse of California Law Enforcement Telecommunications System (CLETS), repetitive strain injuries, ethics and responsibilities) creating presentations using PowerPoint or other multimedia platforms, reviewing policies and procedures, and giving review on procedures in order to ensure understanding of material and adherence to policies and procedures.
30. Conducts and attends meetings with subordinates, peers, and supervisors periodically in order to exchange information, discuss and recommend procedural changes, disciplinary guidelines, duties, and assignments.