

CITY OF RENO – CIVIL SERVICE COMMISSION

MEETING AGENDA

June 23, 2020 — 3:30 PM

MEMBERS

Tray Abney, Chairperson
YeVonne Allen
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Darrin Georgeson, Vice Chairperson
Jay Kenny

Public Notice: Pursuant to Section 3 of the Declaration of Emergency Directive 006 (“Directive 006”), the requirement contained in NRS 241.023(1)(b) that there be a physical location designated for meetings of public bodies where members of the public are permitted to attend and participate has been suspended until April 30, 2020. Moreover, pursuant to Section 3 of Directive 006, the requirements contained in NRS 241.020(4)(a) that public notice agendas be posted at physical locations within the State of Nevada has likewise been suspended. See, http://gov.nv.gov/uploadedFiles/govnewnv.gov/Content/News/Emergency_Orders/2020/DeclarationofEmergencyDirective006reOML.3-21-20.pdf. This agenda has been electronically posted in compliance with NRS 241.020(3) at <http://www.reno.gov>, and NRS 232.2175 at <https://notice.nv.gov/>.

To obtain further documentation regarding posting, please contact Candie Lorenzo, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov.

Order of Agenda: Section titles on this agenda are for convenience and reference purposes and are not intended to define, govern, limit, modify or in any manner affect the titles of the items listed for consideration by the Civil Service Commission. A time listed next to a specific agenda item indicated that the specific item will not be heard before that time – it does not indicate the time schedule of any other item. Items on the agenda may be removed, postponed, taken out of order and the public body may combine two or more agenda items for consideration.

Accommodations: We are pleased to make reasonable accommodations for members of the public who are disabled. If you should require special arrangements for any meeting, please contact our office at 334-2223, 24 hours prior to the date of the meeting.

Pursuant to Section 5 of Directive 006, the requirement contained in NRS 241.020(3)(c) that physical locations be available for the public to receive supporting material for public meetings has been suspended. Staff reports and supporting material for the meeting are available on the City’s website at <http://www.reno.gov/meetings> and <https://www.reno.gov/Home/Components/Calendar/Event/26511/670>. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Civil Service Commission.

IT IS ANTICIPATED THAT ALL OF THE MEMBERS OF THE COMMISSION WHO APPEAR WILL PARTICIPATE BY TELEPHONE CONFERENCE. PURSUANT TO THE NEVADA GOVERNOR’S DECLARATION OF EMERGENCY DIRECTIVE 006 DATED MARCH 22, 2020, SECTION 2, FURTHER, IT IS ANTICIPATED THAT STAFF WILL PARTICIPATE BY TELEPHONE. PUBLIC COMMENT MAY BE MADE BY EMAIL PRIOR TO THE MEETING TO: ackermannb@reno.gov and will be made part of the public record. PUBLIC COMMENT MAY ALSO BE MADE BY CALLING IN AT THE TIME OF THE MEETING TO THE FOLLOWING NUMBER 415.655.0002, meeting number 133 991 8336.

ITEM:

1. CALL TO ORDER/ROLL CALL
2. PUBLIC COMMENT – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.
3. APPROVAL OF AGENDA (For Possible Action)
4. LIAISON REPORT (Items for announcement and informational items only. No deliberation or action will be taken on this item.)
5. MINUTES – Approval of the May 28, 2020 regular meeting minutes. (For Possible Action)
6. CONSENT AGENDA
 - A. Request to approve employee confirmations from the following departments: Parks, Recreation, and Community Services, Public Works, and Reno Police Department. (For Possible Action)
 - B. Request to approve eligible list extensions for Citizen Service Representative, Citizen Service Representative – Bilingual, and Management Analyst – Human Resources. (For Possible Action)
 - C. Request to approve the minimum qualifications for the job class specification of Police Sergeant. (For Possible Action)
 - D. Request to approve the minimum qualifications for the job class specification of Public Safety Dispatch Manager. (For Possible Action)
7. REGULAR AGENDA
 - A. Adoption of amendment to Rule VIII Promotion – Section 6 Examinations (b) Protest of Questions, by clarifying the process; and providing other matters properly relating thereto. (For possible Action)

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8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)
9. IDENTIFICATION OF FUTURE AGENDA ITEMS
10. CONFIRM NEXT MEETING DATE OF July 23, 2020 AT 3:30 PM. (For Possible Action)
11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.
12. ADJOURNMENT (For Possible Action)

CITY OF RENO – CIVIL SERVICE COMMISSION

DRAFT MINUTES

Thursday – May 28, 2020 – 3:30 PM
Reno, Nevada

MEMBERS

Tray Abney, Chairperson
Darrin Georgeson, Vice Chairperson
YeVonne Allen
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny

1. CALL TO ORDER/ROLL CALL

Chairperson Abney called the meeting to order at 3:30 PM. A quorum was established.

MEMBERS PRESENT: Tray Abney
YeVonne Allen
Ken Dalton
Ricardo Duarte
Darrin Georgeson
Jay Kenny

MEMBERS EXCUSED: Jeannie Atkinson

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Karl Hall, City Attorney
Candie Lorenzo, Management Analyst
Susan Rothe, Deputy City Attorney

2. **PUBLIC COMMENT** – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.

None.

3. APPROVAL OF AGENDA (For Possible Action)

It was moved by Commissioner Dalton, seconded by Commissioner Allen, to approve the May 28, 2020 agenda. The motion passed unanimously.

4. **LIAISON REPORT** (Item for announcements and informational items only. No deliberation or action will be taken on this item.)

Councilwoman Brekhuis notified the Commission that City Council has continued to meet via zoom meetings during the Covid-19 pandemic. The Council has adopted a budget, though it will likely be revisited in July as more fiscal information is available.

Labor contracts with Local 39 were extended through January 2021. There has been a preliminary discussion but no information on opening up Commission or Council meetings to the public at this time.

5. **MINUTES** – Approval of the April, 2020 regular meeting minutes. (For Possible Action)

It was moved by Vice-Chairperson Georgeson, seconded by Commissioner Dalton, to approve the minutes for the April 23, 2020 Civil Service meeting. The motion passed with Commissioner Allen abstaining.

6. **CONSENT AGENDA**

- A. Request to approve employee confirmations from the following departments: Parks, Recreation, and Community Services, Public Works, Reno Fire Department, and Reno Police Department. (For Possible Action)
- B. Request to approve eligible list extensions for Equipment Service Worker, Fire Battalion Chief, and GIS Analyst. (For Possible Action)
- C. Approval of request to extend probation for Zenaida Diaz Preciado, Office Assistant II. (For Possible Action)
- D. Approval of request to extend probation for Kayla Snow, Recreation Program Coordinator. (For Possible Action)
- E. Approval of request to extend probation for Celeste Torres, Recreation Assistant. (For Possible Action)
- F. Discussion, possible direction, and approval for the classifications of Recreation Specialists I - V, including minimum qualifications, and the ability for these classifications to be hired directly as non-career appointments.

It was moved by Commissioner Allen, seconded by Commissioner Duarte, to approve the Consent Agenda. The motion passed unanimously.

7. **REGULAR AGENDA**

- A. Preview of proposed Civil Service rule changes. (Not for Action)

Chief Examiner Ackermann presented the proposed rule changes by stating that this was mainly clean-up and clarification of language.

Commissioner Dalton asked if there would not be any action taken on this item until the June Civil Service Commission meeting,

Chief Examiner Ackermann verified that was correct, as this was presented for informational purposes only.

8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)

Chief Examiner Ackermann is currently working on a return to work plan, but test development and recruitment planning is still continuing as the department works from home.

Civil Service is moving forward with assessment planning for public safety promotional testing. Finance has approved contracting for these services.

9. IDENTIFICATION OF FUTURE AGENDA ITEMS

Vice-Chairperson Georgeson notified the Commission that he would not be reapplying to be a Commissioner after his term ends in June 2020. An election for Vice-Chairperson will need to be held.

10. CONFIRM NEXT MEETING DATE of June 25, 2020 AT 3:30 PM. (For Possible Action)

The next regular meeting of the Civil Service Commission was scheduled for Thursday, June 25, 2020 at 3:30 PM.

11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.

None.

12. ADJOURNMENT (For Possible Action)

It was moved by Commissioner Allen, seconded by Vice-Chairperson Georgeson, to adjourn the meeting at 3:49 PM. The motion passed unanimously.



Civil Service Commission

MEMORANDUM

DATE: June 10, 2020

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.A. Request to approve employee confirmations from the following departments: Civil Service, Parks, Recreation, and Community Services, Public Works, and Reno Police Department. (For Possible Action)

Having successfully completed the Probation Period, pursuant to Rule VII, Section 12(e), I recommend that the Civil Service Commission confirm the employees listed below:

<u>Civil Service</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Candie Lorenzo	Management Analyst	May 22, 2020

<u>Parks, Recreation, and Community Services</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Kailee Betts	Recreation Leader	June 20, 2020
Colin Ramos	Senior Recreation Leader	June 6, 2020

<u>Public Works</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Kevin Geronimi	Maintenance Technician	May 18, 2020
Victoria Gonzales	Program Assistant	May 22, 2020
Daniel Kelly	Maintenance Worker II	May 22, 2020

<u>Reno Police Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Todd Adams	Police Officer	June 7, 2020
Wayne Appleton	Police Officer	June 7, 2020
Sarah Horn	Police Officer	June 7, 2020
Michael Kendricks	Police Officer	June 7, 2020
Alexis Martinez	Police Officer	June 7, 2020
Hunter Mercurion	Police Officer	June 7, 2020
Brianna Perez	Police Officer	June 7, 2020



Civil Service Commission

MEMORANDUM

DATE: June 10, 2020

TO: Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.B. Request to approve eligible list extensions for Citizen Service Representative, Citizen Service Representative – Bilingual, Management Analyst – Human Resources. (For Possible Action)

With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission extend the following eligible lists:

Citizen Service Representative	There are eighty-four (84) names remaining on this list, set to expire June 28, 2020. An extension of six (6) months is recommended.
Citizen Service Representative - Bilingual	There are sixteen (16) names remaining on this list, set to expire June 28, 2020. An extension of six (6) months is recommended.
Management Analyst – Human Resources	There are forty-three (43) names remaining on this list, set to expire July 2, 2020. An extension of six (6) months is recommended.



Civil Service Commission

MEMORANDUM

DATE: June 10, 2020

TO: Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.C. Request to approve the minimum qualifications for the job class specification of Police Sergeant. (For Possible Action)

Background:

At the request of the Reno Police Department, the job class specification of Police Sergeant is being updated.

Discussion:

In order to provide different avenues for promotion at the Reno Police Department the updated job class specification will allow four different paths to meet the minimum qualification for the position of Police Sergeant. The alternative choices to meet minimum qualifications take into account education and/or military experience.

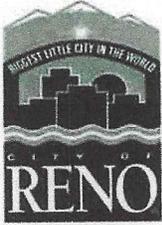
These additional avenues provide increased opportunity for candidates to apply, while recognizing the value that education and military service have on career advancement and development.

Recommendation:

It is recommended that the Civil Service Commission approve the updates to the minimum qualifications for the job class specification of Police Sergeant.

Attachment 1: Memo requesting approval of minimum qualifications from Mark Gregersen, Director of Human Resources.

Attachment 2: Classification Specifications for Police Sergeant



Department of Human Resources

MEMORANDUM

Date: June 05, 2020
To: Civil Service Commission
From: Mark Gregersen, Director of Human Resources 
Subject: Police Sergeant - Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Police Sergeant classification.

Police Sergeant

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Graduation from high school or GED. Completion of a high school diploma or equivalent.

Experience:

Five years as a confirmed Police Officer in the Reno Police Department.

OR

A Bachelor's Degree in Criminal Justice or a related field and four years as a confirmed Police Officer in the Reno Police Department.

OR

An Associate's Degree in Criminal Justice or a related field and four and one-half years as a confirmed Police Officer in the Reno Police Department.

OR

Four years previous active military experience (with honorable discharge) and four years as a confirmed Police Officer in the Reno Police Department.

License, Certificate, Special Requirements:

Possession of an appropriate, valid driver's license.

Discussion:

This change reflects a trend in law enforcement that places value in the educational component of an applicant's background. As individuals move upward within the Police Department career ladder, they will eventually reach a ceiling that requires an education to surpass. By adding an education substitution, the Reno Police Department will be able to both increase their applicant pool for Police Sergeants but also show that the City values that educational component. The Reno Police Department also wishes to provide a substitution method for those employees who have actively served in the military.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for an educational substitution for the Police Sergeant classification.

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POLICE SERGEANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, is responsible for supervisory police work of average difficulty, commanding or assisting in the command of a team or unit; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

A Police Sergeant supervises, assigns, reviews and participates in the work of law enforcement staff responsible for providing traffic and field patrol, investigations, crime prevention, community relations, training and/or related services and activities; acts as a watch commander as assigned; ensures work quality and adherence to established policies and procedures; participates in community based police activities and programs; performs a variety of technical and administrative tasks in support of law enforcement services and activities; and performs related work as required.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Plan, coordinate, prioritize, assign, supervise, review, and participate in the work of personnel on an assigned shift.
2. Participate in administration of the department's budget, as well as grant allocations; submit recommendations; monitor expenditures; participate in other administrative functions as assigned.
3. Monitor work activities to ensure compliance with established policies and procedures; participate in the development of policies and procedures; make recommendations for changes and improvements to existing policies and procedures.
4. Conduct periodic staff (*personnel inspections*) and equipment inspections.
5. Act as a liaison with other outside agencies, the public, and between management and subordinate personnel.
6. Contact and coordinate with other law enforcement agencies in matters relating to the investigation of crimes and the apprehension of offenders, disaster preparedness, training, and information systems and police program management.
7. Build and maintain positive working relationships with co-workers, other City employees and the public.
8. Anticipate libelous situations; reduce or eliminate civil exposure.
9. Answer questions from the public concerning local and state laws, procedures, and activities of the department; participate in community meetings, including oral presentations.

10. Train and evaluate assigned personnel; provide training, guidance, and counseling to assigned personnel; complete employee performance evaluations and review as required; promote career development of staff.
11. Participate in all normal shift activities as assigned, including enforcing local and state laws, issuing citations, making arrests, administering first aid; responding to hazardous materials incidents and complete necessary forms.
12. Prepare regular and special reports.
13. Coordinate and supervise special programs or projects as assigned.
14. May be assigned a variety of administrative duties related to background and internal affairs investigations.
15. Supervise and assist subordinates in follow-up investigations, including the gathering of evidence, questioning of witnesses, and apprehension of suspects.
16. Supervise and participate in the preparation of reports for various cases, including cases going to trial; prepare supplemental reports as required; appear in court to present evidence and testimony as required.
17. May coordinate the activities of sworn and civilian personnel in planning for and dealing with emergency and hazardous situations.
18. Other assigned activities by the Chief of Police, Deputy Chief, Commander or Police Lieutenant.
19. Enforces departmental policies and procedures within scope of authority.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Modern police methods and procedures, including patrol, crime prevention, traffic control, and investigation.

Pertinent federal, state, and local laws, codes and regulations, including laws governing the apprehension, arrest, and custody of persons accused of felonies and misdemeanors.

Rules of evidence pertaining to search and seizure and preservation of evidence.

Techniques and applications of self defense and proper use of force.

Use, operation, and maintenance of police equipment (including standard broadcasting procedures of a police radio system), vehicles, and tools (including firearms).

Proficient understanding of and ability to use computers and supporting applications.

Principles and techniques used in public relations, including techniques and principles of effective interpersonal communication.

English usage, spelling, grammar, and punctuation, including principles of business letter writing and basic report preparation.

Principals and practices of personnel deployment, supervision, training, and performance evaluation.

Ability to:

- Supervise, organize, schedule, evaluate, train and review work of assigned staff.
- Gather, assemble, analyze, evaluate, and use facts and evidence.
- Utilize mental capacity allowing the capability of exercising sound judgment and rational thinking under dangerous and stressful conditions.
- Interpret, apply, and make decisions in accordance with applicable federal, state and local policies, laws and regulations.
- Interpret and explain City law enforcement policies and procedures.
- Utilize problem-solving techniques to increase effectiveness; identify and generate “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than as obstacles.
- Think clearly and act quickly in a variety of situations.
- Perform the full range of law enforcement assignments.
- Communicate clearly and concisely both orally and in writing, including preparing clear and concise reports and routine correspondence.
- Engage tactfully and courteously with the public and law enforcement personnel; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.
- Maintain contact and preserve good relations with the public; respond to requests and inquiries from the general public in a timely manner.
- Thrive in a team environment that encourages cooperation, communication, and mutual sharing of risk, responsibility, and reward.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

~~Graduation from high school or GED.~~ Completion of a high school diploma or equivalent.

Experience:

Five years as a confirmed Police Officer in the Reno Police Department.

OR

A Bachelor’s Degree in Criminal Justice or a related field and four years as a confirmed Police Officer in the Reno Police Department.

OR

An Associate’s Degree in Criminal Justice or a related field and four and one-half years as a confirmed Police Officer in the Reno Police Department.

OR

Four years of previous active military experience (with honorable discharge) and four years as a confirmed Police Officer in the Reno Police Department.

License, Certificate, Special Requirements:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Environment: Work is performed primarily in a field and office environment; travel to different sites; exposure to inclement weather conditions, noise, dust, fumes, and gases; exposure to irate and abusive individuals; exposure to mechanical hazards and to hazardous traffic conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Physical: Primary functions require sufficient physical ability and mobility to work in a field and office setting; to travel to various locations to respond to emergency and non-emergency situations; to walk or sit for prolonged periods of time; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate a motor vehicle or other mode of transportation, office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to operate assigned equipment; and to verbally communicate to communicate and exchange information.

March ~~2013~~2020

Human Resources Department



Civil Service Commission

MEMORANDUM

DATE: June 10, 2020

TO: Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.D. Request to approve the minimum qualifications for the job class specification of Public Safety Dispatch Manager. (For Possible Action)

Background:

This is a new classification for the Public Safety Dispatch Section of the Reno Police Department.

Discussion:

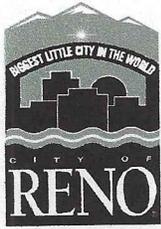
The Public Safety Dispatch Manager position will update the structure of the Dispatch Section of the Reno Police Department. The position will report directly to a Deputy Chief, but will have oversight of the Dispatch Section.

Recommendation:

It is recommended that the Civil Service Commission approve the proposed class specifications referenced above.

Attachment 1: Memo requesting approval of minimum qualifications from Mark Gregersen, Director of Human Resources.

Attachment 2: Classification Specifications for Public Safety Dispatch Manager.



Department of Human Resources

MEMORANDUM

Date: June 05, 2020
To: Civil Service Commission
From: Mark Gregersen, Director of Human Resources 
Subject: Public Safety Dispatch Manager- Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the new Public Safety Dispatch Manager classification.

Public Safety Dispatch Manager:

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

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field.

Experience:

Six years of increasingly responsible experience in emergency communications or public safety dispatch including two years of administrative and supervisory responsibility.

License or Certificate:

Possession of an appropriate, valid driver's license.

Discussion:

The Public Safety Dispatch Manager is a new classification. The Reno Police Department will be adding this new classification in support of the current organization and structure of the department. This position will report to a Deputy Chief or their designee.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Public Safety Dispatch Manager classification.

PUBLIC SAFETY DISPATCH MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises, oversees and coordinates the activities and operations of the Public Safety Dispatch Section within the Reno Police Department including emergency public safety dispatch operations; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Division Deputy Chief/Designee. The incumbent exercises independent judgment and discretion; is responsible for the day-to-day operation of the regional 9-1-1 dispatch center; plans, prioritizes, assigns, supervises, trains, and evaluates emergency dispatch personnel; participates in the work of staff responsible for emergency dispatch services; investigates citizen complaints; and assists in the development and implementation of a public information program on citizen access to the E9-1-1 system.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume management responsibility for assigned services and activities of the Public Safety Dispatch Section including electronic facilities, programs, equipment and personnel.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
3. Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
4. Assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
5. Monitor and evaluate the efficiency and effectiveness of communication systems, programs, and equipment; establish, within departmental policy, appropriate service and staffing levels.
6. Plan, direct, coordinate and review the work plan for public safety dispatch staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
7. Select, train, motivate, supervise, and evaluate public safety dispatch personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
8. Oversee and participate in the development and administration of the section's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; examine grant opportunities; implement adjustments.
9. Administers terms of labor agreement and investigates and responds to labor grievances. Participates in formulation of labor relations policy and may serve on the management bargaining team in contract negotiations.

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Public Safety Dispatch Manager (Continued)

10. Analyze legislation to assess trends and impacts on public safety and make recommendations; prepare narrative and statistical reports supporting recommendations.
11. Participate in the design, construction, maintenance, repair and utilization of radio transmitters, receivers, testing equipment and all other equipment at the dispatch center and in use by the City.
12. Serve as the liaison for the Public Safety Dispatch Section with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues.
13. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
14. Provide responsible staff assistance to the Division Deputy Chief/Designee; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to public safety dispatch programs, policies, and procedures as appropriate.
15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of emergency communications and public safety dispatch; incorporate new developments as appropriate; keeps the Police Department command staff apprised of changes to regulations as well as upcoming requirements and associated costs.
16. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
17. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, services and activities of a comprehensive emergency communications and public safety dispatch program.
Current technological trends affecting the operations of emergency communications dispatch systems.
Principles and practices of program development and administration.
Principles of business letter writing and report preparation.
Principles and practices of municipal budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent federal, state and local laws, codes and regulations including Federal Communications Commission (FCC) rules and regulations.

Ability to:

Oversee and participate in the management of a comprehensive emergency communication and public safety dispatch program.
Oversee, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Analyze and recommend the use of new technology for emergency communication and dispatch improvements.
Ensure operations adhere to applicable FCC rules, regulations and guidelines.
Participate in the development and administration of section goals, objectives and procedures.
Prepare and administer large program budgets.
Prepare clear and concise administrative and financial reports.
Analyze problems, identify alternative solutions, project consequences of proposed actions and

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Public Safety Dispatch Manager (Continued)

implement recommendations in support of goals.
Research, analyze and evaluate new service delivery methods and techniques.
Interpret and apply federal, state and local policies, laws and regulations.
Work in a team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field.

Experience:

Six years of increasingly responsible experience in emergency communications or public safety dispatch including two years of administrative and supervisory responsibility.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting with some travel from site to site; incumbents may be required to work extended hours including evenings and weekends; exposure to emergency/stressful situations.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.



Civil Service Commission

MEMORANDUM

DATE: June 10, 2020

TO: Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 7.A. Adoption of amendment to Rule VIII Promotion – Section 6 Examinations (b) Protest of Questions, by clarifying the process; and providing other matters properly relating thereto. (For possible Action)

Summary: This information is being provided per City Charter Article IX. Section 9.060 for adoption by the Civil Service Commission on proposed amendments to the Civil Service Rules. The proposed amendment to Rule VIII provides much needed clarification to test takers as to their rights to protest content or procedures of examinations.

Background:

The Civil Service Rules contain areas where different rules pertaining to the same thing are in contradiction. Previously this has been shown to cause confusion among applicants, test takers and Civil Service employees. This has been increasingly evident during recent promotional examinations where examinees have brought forth administrative complaints that were not timely and were unable to be heard by the Commission.

Discussion:

The proposed revision to rule VIII Promotion – Section 6. (b) is for the purpose of clarification and does not change or alter the content or intent of the current rules.

- In this instance the Civil Service Rules contain areas where different rules pertaining to the same thing are in contradiction to each other or do not clearly support one another. Where these instances are found to exist, corrective action should be taken to clarify the intent and interpretation of those rules.
- The updated language will better align with current language in Rule XIV, Section 4.
- Provides clear language that is easy to follow and understand.

Recommendation:

Civil Service Staff is recommending adoption of the proposed Civil Service Rules change to include the updated language of Rule VIII, Section 6(b) to align with language that references it in Rule XIV, Section 4.

Attachment 1: Civil Service Rules with proposed language changes

opportunity for review of and/or counseling on their performance on an examination. A request for review shall be directed to the Chief Examiner and shall be permissible any time during the one (1) month period following the date of the official notice of results of the examination.

- (b) Protest of Questions Examinations. Upon conclusion of an examination and prior to leaving the exam site, candidates may file a written protest of exam ~~questions-content or procedures~~ believed not to be related to the job, ~~questions~~ that are not clear, or includes questions where more than one (1) or none of the answers to choose from is correct. Upon receipt of the written protest, the Chief Examiner shall review the question-protested content or procedures in concert with the subject matter experts and make such corrections as may be required. The candidate shall be notified of the result of this investigation.

Section 7. Eligible Lists.

The rules governing the establishment of promotional eligible lists shall be the same as provided for original entrance lists; except, when two (2) or more applicants have the same rating, then preference on the eligible list shall be determined by their classification seniority.

Section 8. Promotion Evaluation.

An evaluation of an employee’s job performance may be a subject in promotion examinations if the performance evaluation model is approved by the Commission.

Section 9. Seniority Credit.

- (a) Credit shall be given to allow seniority credit to be given on examination scores for length of continuous employment for those employees hired from an eligible list. Lines of progression shall be determined by Civil Service employment progression charts. Credit shall be computed by adding to a passing score as follows:

For each full year of continuous service completed up to a maximum of ten (10) years
.....0.2 points per year

- (b) Reno Fire Department uniformed employees with the Fire Emergency Operations and Fire Community Risk Reduction programs shall receive seniority credit computed by adding to a passing score as follows:

For each full year of continuous service completed after current minimum qualifications eligibility, up to a maximum of fifteen (15) years.....0.2 points per year.

The Reno Fire Department employee classifications to be given credit for up to a maximum of fifteen (15) years of continuous service are: Firefighter, Fire Equipment