

CITY OF LAS VEGAS
AGENDA DOCUMENTATION

Date: March 12, 2014

TO: CIVIL SERVICE BOARD OF TRUSTEES FROM: DAN TARWATER, SECRETARY

SUBJECT: 7. CLASSIFICATION SPECIFICATIONS FOR APPROVAL

BOARD ACTION: DISCUSSION AND POSSIBLE ACTION

CLASSIFICATION SPECIFICATIONS:

REVISED

1. Fire Communications Training Specialist
2. Municipal Court Marshal
3. Senior Communications Specialist

The above classification specifications were revised at the request of the departments.

RECOMMENDATION

The City recommends approval of these revised classification specifications.

FIRE COMMUNICATIONS TRAINING SPECIALIST

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.

DEFINITION

To train and certify all newly hired and promoted Fire Communications staff; to maintain the certification levels of staff; to develop and deliver public education programs regarding the 9-1-1 system; and to perform a variety of technical tasks related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Fire Communications Supervisor.

Exercises technical supervision over all levels of Communications Specialists.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Train and certify all newly hired and promoted Communication Specialists on all aspects of the job, including Emergency Medical Dispatch (EMD) certification programs and cardiopulmonary resuscitation (CPR); participate in conducting needs assessments based on changing technology and analysis of performance statistics and develop and present training programs based on those needs.
2. Develop, update, and maintain training manual; assist with development and maintenance of the communications standard operating procedures manual; assist in the maintenance of job performance standards.
3. Assist in the management and maintenance of contingency plans and required equipment and supplies needed to continue functioning in the event of various types of system failure.
4. Develop lesson plans, lectures, and workshops to motivate and improve the performance of staff.
5. Maintain training records for staff, including certification records.
6. Coordinate with other department training staff to update and deliver radio and computer training to suppression staff.

CITY OF LAS VEGAS
Fire Communications Training Specialist (*continued*)

Essential Functions:

7. Develop programs for public education; participate in public education efforts to promote proper use of the 9-1-1 system.
8. Perform call taking and dispatching duties as needed in the event of an emergency or assigned by the Fire Communications Supervisor.
9. Assist in overseeing the operation and maintenance of the logging recorder; make audio recordings as needed.
10. Travel to area dispatch centers and fire stations as part of training curriculum. Attend training exercises and other related meetings as required.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern principles, practices, and techniques of technical and emergency dispatch procedures training.
Principles and practices of training program research, development, and evaluation.
Cardiopulmonary resuscitation instruction.
Methods and techniques for collecting and analyzing performance statistics.
The structure and interrelationships of the Las Vegas Valley 9-1-1 system.
Principles of National Incident Management System Incident Command System (NIMS-ICS).
Pertinent federal, state, and local laws, codes, and regulations.
Department policies, rules, and regulations.
A modern 9-1-1 communication system.
Radio and computer equipment used in a 9-1-1 communication system.
Modern office procedures and equipment, and common office software.
English language usage, grammar, and punctuation.

Ability to:

Plan, research, develop and present a variety of technical training programs that enhance the performance and effectiveness of the Fire Communications section.
Maintain current training and standard operating procedures manuals.
Develop and present programs to the public.
Maintain complete training and certification records.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

CITY OF LAS VEGAS
Fire Communications Training Specialist (*continued*)

Ability to:

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintain mental capacity that allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities that may include the following:

- *standing or sitting for extended periods; and*
- *operating assigned equipment.*

Experience and Training Requirements

Experience:

Five years total experience as a Communications Specialist or Senior Communications Specialist in the Las Vegas Fire & Rescue Combined Communications Center.

Training:

Equivalent to graduation from high school. Associate's Degree from an accredited college or university with major course work in communications, emergency communications, business administration, public administration, or a field related to the essential functions is desired, but not required.

License and Certificate

Possession of an appropriate valid driver's license on the date of application, and maintenance thereafter.

Possession of the Emergency Medical Dispatcher course certification on the date of application, and maintenance thereafter.

Possession of Cardiopulmonary Resuscitation certification on the date of application, and maintenance thereafter.

Possession of Cardiopulmonary Resuscitation Instructor certification within twelve months of the date of appointment, and maintenance thereafter.

Possession of National Incident Management System (NIMS) ICS 100 and ICS 200 certification within twelve months of the date of appointment.

CITY OF LAS VEGAS
Fire Communications Training Specialist (*continued*)

Special Requirement

May be required to conduct training during swing, graveyard, and weekend shifts (facility is a 24 hour, 7 day per week operation).

WORKING CONDITIONS

Environmental Conditions:

Work is performed indoors in climate-controlled emergency communications environment; occasional travel from site to site; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for extended periods.

SB
REV 2/18/14
FLSA & City: nonexempt
CSB 3/12/14

MUNICIPAL COURT MARSHAL

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.

DEFINITION

To serve as Peace Officer for the Municipal Court; to perform a variety of sworn law enforcement related duties including serving arrest warrants, subpoenas, and other court orders; to conduct misdemeanor probation services; to make arrests; and to maintain order in the court and transport prisoners to court and jail.

SUPERVISION RECEIVED

Receives general supervision from Municipal Court Marshal Sergeant and higher level management staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Apprehend, arrest and maintain custody of offenders and individuals sought on arrest warrants and other court orders issued by the Municipal Court judges, which often involve searches for defendants with lengthy criminal records, including felonies. Serve subpoenas, summonses, complaints, and other court orders including temporary orders for protection.
2. Provide court security and related services; prevent or address disturbances; respond to emergency situations in Municipal Court and other city facilities as requested; remand persons to custody as ordered by the judge; provide first aid and CPR as needed.
3. Transport prisoners between court and local city and county jails; transport individuals who have been detained by other jurisdictions on city warrants.
4. Operate metal detection and x-ray devices to screen persons entering the court; monitor security cameras, alarms, and access to secured areas.
5. Obtain criminal history and driving records from a variety of databases and computer systems, when applicable; enter and update information into computer systems; verify insurance and other documents submitted as proof of compliance; prepare reports on operational assignments.
6. Conduct investigations of injury and accidents occurring in Court facilities or other assigned areas; investigate crimes; gather and preserve evidence; interview victims, complainants and witnesses; identify and interrogate suspects; testify and present evidence in court.

CITY OF LAS VEGAS
Municipal Court Marshal (*continued*)

Essential Functions:

7. Enforce laws and ordinances, issue warnings and citations and make arrests for violations occurring in areas of assignment.
8. Contact and cooperate with other law enforcement agencies in matters relating to the apprehension of offenders and the investigation of offenses.
9. Attend training sessions on changes in laws pertaining to arrests, the use of force and other law enforcement related issues; attend training sessions on the use of new equipment and procedures, including proper driving techniques for emergency situations and modern communication systems.
10. Complete arrest, incident, investigative, and other reports as required.
11. While on duty, carry a firearm and other department approved protective devices; maintain proficiency with approved weapons.
12. Maintain contact with citizens regarding potential law enforcement problems and preserve good relationships with the public.
13. Interview witnesses and various members of the public to obtain information pertaining to active investigations to locate individuals for service of legal court documents.

When assigned to Probation Services:

1. Supervise offenders placed on suspended sentence by the Municipal Court to include random drug and alcohol testing; home, office, jail and work visits; electronic monitoring; house arrest; case reporting; sanction enforcement; and apprehension of violators.
2. Conduct pre-intake interviews to determine eligibility to participate in Probation Services programs.
3. Explain policies, rules and expectations regarding terms of probation; issue equipment; collect administrative fees.
4. Monitor participants for whereabouts and program compliance by conducting status check interviews, field observations and using a variety of telecommunication, monitoring and tracking systems.
5. Appear and testify in court; provide written and oral reports to the court with sentencing recommendations.

CITY OF LAS VEGAS
Municipal Court Marshal (*continued*)

When assigned to Probation Services:

6. Provide crisis intervention as needed; refer offenders requiring intensive counseling to Alternative Sentencing; work with Alternative Sentencing to assist probationers requiring intensive counseling; coordinate placement of offenders into substance abuse, mental health, domestic violence and other treatment programs as needed.
7. Collect and provide offender information in accordance with established policies and principles of confidentiality.
8. Prepare and maintain a variety of automated and manual forms, records, and files; update case files as necessary; prepare program performance statistics and reports.
9. Monitor compliance with program payments and renegotiate payments if offender falls in arrears; accept payments.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment.
Techniques of communicating with customers.
Basic report writing techniques.
Proper English grammar, spelling and punctuation.

When assigned to Probation Services:

Basic counseling methods and practices.
Crisis intervention techniques and applications.

Ability to:

Meet and maintain the established physical requirements.
Successfully complete Police Officer Standards and Training (P.O.S.T.) Category I academy.
Successfully complete first aid and CPR training.
Learn defensive tactics.
Learn interviewing techniques.
Learn to interpret and enforce laws pertaining to courtroom procedures.
Learn public relations practices.
Learn to work independently.
Learn to cope with adverse situations.
Accurately observe and remember names, faces, numbers, incidents, details and places.

CITY OF LAS VEGAS
Municipal Court Marshal (*continued*)

Ability to:

Adopt quick and responsible plans of action in emergency situations.
Understand and follow oral and written instructions, regulations and laws.
Properly use and maintain a firearm.
Operate standard equipment and facilities required for 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.
Communicate with individuals from a variety of social, cultural, economic and educational backgrounds while demonstrating respect and sensitivity for perceived differences.

When assigned to Probation Services:

Successfully complete Department approved and mandated training.
Learn city, state and federal laws, regulations and ordinances related to probation programs.
Recognize the signs and symptoms of substance abuse.

Experience and Training Requirements

Experience:

One year of public contact experience, preferably in the field of law enforcement.

Training:

Equivalent to graduation from high school.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

Must be 21 years of age and a citizen of the United States on the date of application (P.O.S.T. requirement).

Possession of a Nevada Peace Officer Standards and Training (P.O.S.T.) Category I basic certificate within one year of the date of appointment, and maintenance thereafter. Formal law enforcement academy training equivalent to Nevada P.O.S.T. may be substituted; successfully challenging the Nevada P.O.S.T. Category I requirements will be required for substitution.

Must qualify with a duty firearm every quarter.

Must obtain applicable level of Nevada Criminal Justice Information System (NCJIS) certification and/or training within 6 months of the date of appointment and maintain proficiency as needed.

CITY OF LAS VEGAS
Municipal Court Marshal (*continued*)

License or Certificate

When assigned to Probation Services:

Must successfully complete the Crisis Intervention Team (CIT) training offered by the Las Vegas Metropolitan Police Department within one year of assignment.

Special Qualifications for Lateral Recruitments

Experience:

Two years of continuous service with a law enforcement agency in the performance of duties directly related to Category I Peace Officer standards immediately preceding application with the City of Las Vegas.

Training:

Equivalent to graduation from high school. Successful completion of a Category I Peace Officer or equivalent academy at the applicant's expense or sponsored by an organization tasked with the training of new police officers; such academy must be certified by the Police Officer Standards and Training board in the state where the academy was held.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

Must be 21 years of age and a citizen of the United States on the date of application.

Possession of Nevada P.O.S.T. category I (Police Officer) certification on the date of application, and maintenance thereafter;

OR

Possession of a valid equivalent certification from another state on the date of application. Within one year of the date of appointment, must complete required reciprocity training and pass the written State Certification Examinations.

Must obtain applicable level of Nevada Criminal Justice Information System (NCJIS) certification and/or training within 6 months of the date of appointment and maintain proficiency as needed.

When assigned to Probation Services:

Must successfully complete the Crisis Intervention Team (CIT) training offered by the Las Vegas Metropolitan Police Department within one year of assignment.

CITY OF LAS VEGAS
Municipal Court Marshal (*continued*)

WORKING CONDITIONS

Environmental Conditions:

Courtroom and field environments; occasionally work in an emergency peace control environment; travel from site to site; exposure to potentially hostile environments and individuals, potentially life-threatening conditions, dangerous persons, firearms, human bodily fluids, inclement weather conditions.

Physical Conditions:

Essential and marginal functions may require:

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment and vehicles.*

Maintaining mental capacity which allows the capability of:

- *Exercising sound judgment and rational thinking under dangerous circumstances;*
- *Evaluating various options and alternatives and choosing an appropriate and reasonable course of action;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking, standing or sitting for extended periods of time;*
- *Running, crouching, crawling, lifting, climbing stairs or ladders during emergency situations; and*
- *Operating assigned equipment and vehicles.*

Effectively deal with personal danger, which may include exposure to:

- *Armed or dangerous persons;*
- *Communicable diseases;*
- *Hazards of emergency driving; and*
- *Natural or man-made disasters.*

SB

REV 2/10/14

FLSA & City: nonexempt

CSB 3/12/14

SENIOR COMMUNICATIONS SPECIALIST

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.

DEFINITION

Under general supervision, supervises and participates in the reception and transmission of general and emergency communications and does other duties as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Communication Specialist series. Positions at this level are distinguished from other classes in this series by the level of responsibility assumed, the complexity of duties assigned, and the level of independence expected. Employees perform the most difficult and responsible types of duties assigned to classes in this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Communications Specialist, the Fire Communications Supervisor and higher management staff.

Exercises functional and technical supervision over Communications Specialists.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Plan, schedule, and assign work to Communications Specialists on a designated shift, including resolution of problems, which arise pertaining to staff and shift activities. Makes call backs to fill vacancies when shift is short of personnel. Reports the conduct of all activities to superiors. Maintain all staffing records using Telestaff, a specialized automated system.
2. Lead, train, and review the work of assigned staff, including performance evaluation.
3. Oversee operation of general and emergency communications using fire alarm systems, telephones, and radio; receive calls, assess type of emergency and contact appropriate emergency response unit; access and enter information from computer terminal; maintain communications with all units in the field and coordinate communications with emergency response organizations.

CITY OF LAS VEGAS
Senior Communications Specialist (*continued*)

Essential Functions:

4. Test, inspect, and troubleshoot communication equipment in the Communication Center. Oversee all direct line testing to make certain they are in working order.
5. Records alarms, emergency calls, dispatches, apparatus movements and other data.
6. Compile records and prepare reports.
7. Supervise in the recording of alarms, emergency calls, dispatches, apparatus movements, and other data. Perform routine clerical operations.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Basic principles of supervision.
Practical knowledge of electricity.
Radio and telephone communications.
The operation of radio and telephone equipment.
The geography of Las Vegas, North Las Vegas and rural and unincorporated areas of Clark County.
The location of local streets.
The types and use of firefighting equipment.
C.P.R. sufficient to allow instruction over the telephone.
Principles and techniques of Emergency Medical Dispatch program.
Principles, practices, and procedures of National Incident Management System Incident Command System (NIMS-ICS).
The operation of computer terminals, keyboards, and common Windows-based software.
Techniques of filing, typing and record keeping.
Pertinent federal, state, and local laws, codes, regulations.
Department policies, rules, and regulations.

Ability to:

Communicate quickly, clearly, accurately and concisely, both orally and in writing.
Supervise personnel in emergency situations.
Think clearly when in a stressful situation.
Establish and maintain effective working relationships with those contacted in the course of work.

CITY OF LAS VEGAS
Senior Communications Specialist (*continued*)

Ability to:

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintain mental capacity that allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities that may include the following:

- *Extended duty hours, up to a 16 hour shift, when necessary;*
- *Sitting for extended periods of time; and*
- *Operating assigned equipment.*

Experience and Training Requirements

Experience:

Two years experience as a Communications Specialist with the Las Vegas Fire & Rescue Department.

Training:

Equivalent to graduation from high school. Associate's Degree from an accredited college or university with major course work in communications, emergency communications, business administration, public administration, or a field related to the essential functions is desired, but not required.

License and Certification

Possession of Emergency Medical Dispatcher Course certification on the date of application, and maintenance thereafter.

Possession of Cardiopulmonary Resuscitation certification on the date of application, and maintenance thereafter.

Possession of National Incident Management System (NIMS) ICS 100 and ICS 200 certification within 12 months of the date of appointment.

CITY OF LAS VEGAS
Senior Communications Specialist (*continued*)

WORKING CONDITIONS

Constantly = more than 2/3 of the time; Frequently = 1/3 to 2/3 of the time; Occasionally = less than 1/3 of the time; Infrequently = less than 5% of the time.

Environmental Conditions:

Location: Work is performed indoors in climate-controlled office setting.

Hazards: Exposure to continual work pressures, dealing with emergencies.

Equipment Used: Computerized dispatch system, computer terminal, telephone, radio, and other office equipment as required.

Safety Equipment: As needed.

Physical Conditions:

Standing/walking: Occasionally, short distances within assigned dispatch area, office environment.

Sitting: Frequently-constantly, at console throughout shift in adjustable chair; dispatch duties.

Lift/carry: Occasionally, 1-10 lbs., paperwork, manuals. Infrequently, up to 20 lbs., supplies, computer paper, distances up to 25 ft.

Push/pull: Occasionally, minimal requirement, doors, drawers, etc.

Climbing: Occasionally, steps in work area.

Bending/twisting: Frequently, at waist and neck performing dispatch duties while seated at console.

Kneeling/crouching/crawling: Infrequently, troubleshooting equipment on a console.

Hands/arms: Fine motor skills and constant use of both hands and arms in extended reaching, handling, grasping, and fingering while using communications equipment and keyboarding. Some overhead reaching required.

Sight: Constantly, working at computer terminal. Hand/eye coordination with near- and mid-range vision required.

Speech/hearing: Constantly, in communicating throughout work shift. Constantly, read, write, speak and understand English including when it is spoken by people who are confused, agitated or angry.

Other physical/mental demands: Intense attentiveness for prolonged periods of time.

Mental Conditions:

Constant mental alertness with attention to detail and high degree of accuracy required at all times.

Must possess excellent verbal skills in communicating with individuals experiencing emergency situations; must be able to ascertain factual information, remain calm; ability to deal with all types of people in a professional and efficient manner.

Must be able to read, write, and speak English, and perform basic mathematical calculations.

Must be able to make decisions independently, exercise creative problem solving ability and continually deal with work pressures, including: emergencies, complaints, angry people, frequent interruptions and time constraints.

SB
REV 2/11/14
FLSA & City: Non-exempt
CSB 3/12/14