

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM
3.36
(ID # 10379)

MEETING DATE:
Tuesday, July 23, 2019

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Classification and Compensation recommendation to establish the Animal Services Dispatcher classification; and amend Ordinance No. 440 pursuant to Resolution No. 440-9121 submitted herewith, All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to establish the Animal Services Dispatcher classification; and
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9121.

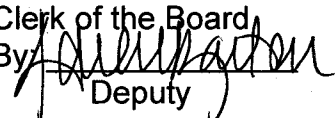
ACTION: Policy


Brenda Diederichs, Assistant CEO / Human Resources Director 7/11/2019

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution No. 440-9121 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: July 23, 2019
xc: HR

Kecia R. Harper
Clerk of the Board
By 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year:	19/20

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The mission of the Department of Animal Services (DAS) is to work together to improve Riverside County for people and animals. The Department operates four animal shelters stretching across Riverside County in the areas of Jurupa Valley, San Jacinto, Coachella Valley and Blythe. DAS consists of four divisions of Veterinary Services, Shelter Services, Field Services and Administration. All divisions contribute toward the Department's mission by providing humane sheltering, field services, animal licensing and veterinary care to the unincorporated areas of Riverside County, along with 15 contract cities.

A classification study request was submitted by the Department of Animal Services to the Human Resources Classification and Compensation division to conduct a classification study on an Office Assistant III position working within the Department's Dispatch Unit. The study determined that the incumbent was performing a body of work described as an Animal Services Dispatcher; with responsibility for receiving calls from the public and outside agencies for various animal control services, and then dispatching Animal Control Offices through the use of radio dispatching equipment. An internal evaluation of existing County of Riverside classifications found that there were no existing classifications that described the body of work performed. Additionally, external market research yielded the need for an Animal Services Dispatcher classification, as it was found to be a common function within other agencies that provide animal control services. It is recommended that an Animal Services Dispatcher classification be created to accurately capture the work performed.

Classification Addition

Animal Services Dispatcher: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade LIU 301 (\$37,015-\$49,100). This request is only to add the classification and there is no immediate financial impact associated with this request.

Impact on Residents and Businesses

Approval of this classification has no direct impact on residents and businesses.

ATTACHMENTS

- A. Resolution No. 440-9121

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

- B. Animal Services Dispatcher Market Data**
- C. Animal Services Dispatcher Class Specification**

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3 RESOLUTION NO. 440-9121

4 BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in
5 regular session assembled on July 23, 2019, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the
6 Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary
7 Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job</u>		<u>Class Title</u>	<u>Salary</u>
<u>Code</u>	<u>+/-</u>		<u>Plan/Grade</u>
73496	+	ANIMAL SERVICES DISPATCHER	LIU/301

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11 ROLL CALL:

12 Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
13 Nays: None
14 Absent: None

15 The foregoing is certified to be a true copy of a resolution duly
16 adopted by said Board of Supervisors on the date therein set forth.

17 Kecia R. Harper, Clerk of said Board

18 By 

19 Deputy

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28 07/02/2019

440 Resolutions\TC

07.23.19 3.36

External Market Survey Data

Animal Services Dispatcher (new)

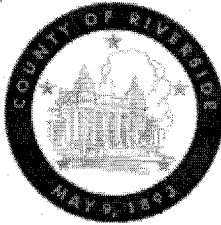
Riv Co Class Code: 73496

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	Dispatcher II	\$38,056	\$49,765	30.77%
Orange County	Dispatch Services Operator	\$36,400	\$48,526	33.31%
San Bernardino County	No comparable class			
San Diego County	Animal Services Dispatcher	\$36,587	\$44,970	22.91%
Ventura County	No comparable class			
	County Mean:	\$37,015	\$47,754	29.01%
	County Median:	\$36,587	\$48,526	32.63%
	Animal Services Dispatcher (NEW)	\$37,015	\$49,100	32.65%
	Dollar Difference from Mean:	\$0	\$1,346	
	Percentage difference from mean:	0.00%	2.82%	
	Dollar difference from median:	\$428	\$573	
	Percentage difference from median:	1.17%	1.18%	

Run Date:

Date Prepared/Revised: 7/1/2019

By: CLASS&COMP



ANIMAL SERVICES DISPATCHER

Class Code: 73496

COUNTY OF RIVERSIDE
Established Date: Jul 23, 2019
Revision Date: Jul 23, 2019

SALARY RANGE

\$17.80 - \$23.61 Hourly
\$3,084.59 - \$4,091.67 Monthly
\$37,015.06 - \$49,100.06 Annually

CLASS CONCEPT:

Under general supervision, receives emergency and non-emergency animal control-related requests for service from staff, the public and outside agencies; operates radio equipment and dispatches Animal Control Officer personnel; and performs other related duties as required.

The Animal Services Dispatcher is a journey level classification and reports to an appropriate supervisory or management level position. This class is characterized by the responsibility for receiving and responding to a variety of routine and emergency animal-related calls for service and dispatching Animal Control Officers in the field. Incumbents may also have responsibility for performing clerical and administrative support duties.

REPRESENTATION UNIT: LIUNA- Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Receive calls for service from departmental staff, the public and outside agencies and determine appropriate action to be taken; evaluate calls and provide information in accordance with departmental policies and procedures, as well as local and state animal control ordinances; route calls to appropriate personnel as necessary.
- Dispatch calls for service; utilize department case management software, mapping tools and radio systems; assign priority level to call based on established departmental procedures and guidelines and dispatch animal control officer staff based on appropriate geographical location.
- Track the location of Animal Control Officers; monitor Officer location via a GPS tracking system; perform routine safety checks, dispatch for back-up assistance and take appropriate action as needed to ensure the safety of Animal Control officers.
- May perform administrative and clerical support duties (e.g., process kennel permits and citations, schedule hearings, maintain filing systems, and generate and mail out departmental correspondence).

RECRUITING GUIDELINES:

Education: Graduation from high school, possession of a certificate of proficiency issued by the California State Board of Education, or attainment of a satisfactory score on a G.E.D. examination.

Experience: Six months of providing customer service with responsibility for receiving, evaluating, and responding to inquiries or complaints.

Knowledge of: Laws, ordinances, and regulations related to the animal control; techniques, procedures, and methods used in operating a public service communications or dispatch center; techniques and procedures in dispatching and operating radio transmitters; modern office practices and procedures including filing, recordkeeping and operating standard office equipment

Ability to: Operate radio and telephone equipment; follow oral and written directions quickly and accurately; provide prompt, accurate and efficient service; establish and maintain effective working relationships with employees, the public and outside agencies.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License may be required.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.