

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



ITEM: 3.10  
(ID # 12051)

**MEETING DATE:**  
Tuesday, March 17, 2020

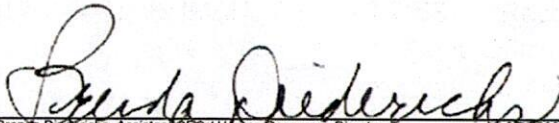
**FROM :** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES: Recommendation to establish a new Supervising Telephone Report Unit Officer classification; and amend Ordinance No. 440 pursuant to Resolution No. 440-9145 submitted herewith, All Districts. [Current Year Cost-\$15,473, Ongoing Cost - \$81,851, Source of Funds- Department Budget]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the creation of the classification of Supervising Telephone Report Unit Officer
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9145 submitted herewith.

**ACTION:**Policy

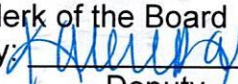
  
Brenda Diederichs, Assistant CEO / Human Resources Director 3/2/2020

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**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 Resolution No. 440-9145 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: March 17, 2020  
xc: HR

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$15,473	\$81,851	\$97,324	\$81,851
<b>NET COUNTY COST</b>	\$15,473	\$81,851	\$97,324	\$81,851
<b>SOURCE OF FUNDS: Department Budget</b>			<b>Budget Adjustment: Yes</b>	
			<b>For Fiscal Year: 19/20 &amp; 20/21</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Riverside County Sheriff department's mission is to protect the public by the suppression and prevention of crime and the reduction of criminal recidivism. The Department employs over 3,000 dedicated men and women who provide core services throughout Riverside County in the areas of first response, police services, search and rescue, emergency response, mutual aid coordination, enforcement of criminal law, correctional, court services, coroner and several joint task forces.

The department's Telephone Report Unit (TRU) upholds the department's mission by receiving all non-emergency phone calls for the unincorporated county. The department plans to expand the TRU by obtaining several contracts in order to provide services to neighboring cities. Through the obtainment of additional contracts, the department anticipates call volume will significantly increase and as a result, TRU staffing levels will double within the next 12 months. Through the inclusion of contract cities and due to the increase in call volume and staffing levels, the department has established the need for a dedicated supervisory position to oversee the day to day functions of the unit.

An internal review of existing classifications and external market review was conducted and yielded no viable matches for comparison. Therefore, it is recommended that a new classification of Supervising Telephone Report Unit Officer be created.

**Classification Addition:**

**Supervising Telephone Report Unit Officer:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEUS 160 (\$39,035-\$61,319), in addition to adding the position to the Department's budget. This associated cost to add the position is approximately \$97,324 for FY 19/20 & 20/21, which includes salary and benefits as the department has a need to recruit and fill this position immediately.

**Impact on Residents and Businesses**

There is no impact to residents or businesses.

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STATE OF CALIFORNIA

**ATTACHMENTS**

Resolution No. 440-9145

Supervising Telephone Report Unit Officer Class Specification

  
Inez D. Santos 3/10/2020

1 RESOLUTION NO. 440-9145

2  
3 BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in  
4 regular session assembled on March 17, 2020, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the  
5 Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary  
6 Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

7

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
97319	+	Supervising Telephone Report Unit Officer	SEUS 160

10  
11  
12  
13 BE IT FURTHER RESOLVED that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Assistant  
14 County Executive Officer/Human Resources Director is authorized to make the following listed change(s),  
15 operative on the date of approval, as follows:

16

<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
17 97319	18 + 1	2500201900	Supervising Telephone Report Unit Officer

19  
20 ROLL CALL:

21 Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
22 Nays: None  
23 Absent: None

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

26 Kecia R. Harper, Clerk of said Board

27 By Kecia R. Harper

Deputy

28 /kc

02/27/2020

440 Resolutions\KC

03.17.2020 3.10



## **SUPERVISING TELEPHONE REPORT UNIT OFFICER**

Class Code: 97319

COUNTY OF RIVERSIDE  
Established Date: Mar 26, 2020  
Revision Date: Mar 26, 2020

### **SALARY RANGE**

\$18.77 - \$29.48 Hourly  
\$3,252.92 - \$5,109.92 Monthly  
\$39,035.00 - \$61,319.00 Annually

### **CLASS CONCEPT:**

Under direction, assigns, coordinates and supervises the work of Telephone Report Unit Officers responsible for receiving non-emergency calls for service from the public; and performs other related duties as required.

The Supervising Telephone Report Unit Officer is a supervisory level classification in the Telephone Report Unit series and reports to an appropriate manager level position. This class is characterized by the responsibility of performing the full range of supervisory duties, directing the day-to-day operations of the Telephone Report Unit within the Sheriff's Department.

The Supervising Telephone Report Unit Officer is distinguished from the Sheriff's Communications Supervisor in that the latter is responsible for supervising dispatch personnel that receive and respond to emergency calls for service.

### **REPRESENTATION UNIT:**

SEIU – Supervisory

### **EXAMPLES OF ESSENTIAL DUTIES:**

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

- Plan, direct, assign and supervise the work of staff assigned to the Sheriff Department's Telephone Report Unit (TRU); review and approve reports submitted by TRU staff; establish and maintain TRU policies and procedures and provide recommendations in order to meet the goals and objectives of the unit.
- Ensure appropriate staffing levels and equipment; evaluate unit activity and schedule staff accordingly; research and assist in selecting and requisitioning supplies and equipment needed.
- Prepare and maintain necessary records, correspondence, and reports.
- Assist management staff in the preparation of the unit's budget and budget justifications.

- Interview and select new employees; oversee orientation and training of staff; participate in daily huddles and regular staff meetings.
- Evaluate subordinate employees; prepare and administer performance evaluations and administer progressive disciplinary action when needed.
- Provide vacation and temporary relief as required.

**RECRUITING GUIDELINES:**

**OPTION I**

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: Two years of experience as a Telephone Report Unit Officer II with primary responsibility for receiving and responding to non-emergency calls for service requesting law enforcement assistance.

**OPTION II**

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: Three years of experience within a law enforcement agency equivalent to Riverside County's Telephone Report Unit Officer II with primary responsibility for receiving and responding to emergency or non-emergency calls for service requesting law enforcement assistance.

**ALL OPTIONS**

Knowledge of: Principles and techniques of supervision and training; the functions, operations, rules, and regulations of the Sheriff's Department; modern office practices and procedures including filing, recordkeeping, and operation of standard office equipment; proper English language usage, spelling, and grammar.

Ability to: Supervise, plan, schedule, assign, organize, coordinate, and evaluate the work of others; train subordinate employees; operate department-specific software programs; develop and maintain complex file, record and report systems; understand, interpret, and implement laws, rules, regulations, policies and procedures; exercise independence in making decisions in accordance with departmental policies; think and act decisively in stressful situations; establish effective working relationships with department staff, other county departments, outside agencies and communicate tactfully and courteously with the public.

**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.