

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



ITEM: 3.6
(ID # 29753)

MEETING DATE:
Tuesday, February 03, 2026

FROM : HUMAN RESOURCES AND Sheriff's Department

SUBJECT: HUMAN RESOURCES and SHERIFF'S DEPARTMENT: Classification and Compensation recommendation to establish a new job classification of Sheriff's Communications Director; and Amend Ordinance No. 440 pursuant to Resolution No. 440-9524 submitted herewith, All Districts. [Fiscal Year 25/26 Cost - \$0 Ongoing Cost - \$0] [Source of Funds – Department Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the new classification creation of *Sheriff's Communications Director*;
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9524 submitted herewith.


ACTION: Policy


Tami Douglas-Schatz, Director of Human Resources 1/13/2026

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: February 3, 2026
xc: HR, Sheriff

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
NET COUNTY COST	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
SOURCE OF FUNDS: Department Budget			Budget Adjustment:	No
			For Fiscal Year:	25/26

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Sheriff's Department is responsible for ensuring public safety and enforcing the law across one of California's largest and most diverse counties. The Department provides patrol services, operates correctional facilities, supports the courts, conducts criminal investigations, and manages emergency response operations with integrity, professionalism, and a strong commitment to community service. The Department comprises fourteen Bureaus and employs more than 4,000 sworn and non-sworn personnel. Among them, the 911 Dispatch Communications Bureau serves as a critical link between the public and field operations, managing the complex communications infrastructure that supports law enforcement and emergency response. In 2024, the County's dispatch centers processed 1,634,857 telephone calls and dispatched 798,245 calls for service, including 246,898 priority in-progress incidents involving specialized units such as the Hazardous Device Team (HDT), Emergency Services Team (EST), and California Fire Arson Investigators (CF).

The Sheriff's Department faces a critical leadership gap within the 911 Dispatch Communications Bureau. Currently, this Bureau is overseen by a sworn Captain who provides oversight to the operations of the Division with the assistance of the *Sheriff's Communications Manager* positions. Captains assigned to oversee the 911 Dispatch Communications Bureau rotate every one to two years, which causes disruptions in leadership and operational continuity.

Based on a comprehensive review, the Classification and Compensation Division recommends establishing a non-sworn *Sheriff's Communications Director* position within the 911 Dispatch Communications Bureau. This position will provide stable and continuous leadership to enhance operational efficiency, optimize staffing and workload management, and strengthen recruitment, retention, and employee well-being within a high-stress public safety environment. The role will represent the Department in interagency collaborations and serve as the primary communications liaison during emergency operations to ensure effective coordination and real-time response. Establishing this position will consolidate critical responsibilities under a dedicated leader, provide long-term strategic direction, and strengthen the mission-critical public safety functions performed by the 911 Dispatch Communications Bureau.

The Classification and Compensation Division conducted an internal review to ensure alignment with comparable management classifications and to maintain consistency across non-sworn Division Manager-level classifications. Based on this analysis, a salary range of \$126,668 to \$201,237 annually is recommended, reflecting the scope, complexity, and strategic leadership

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

of a 24/7 emergency communications operation. The position will be designated as At-Will and eligible for performance recognition pay to support the recruitment and retention of a highly qualified professional to lead this mission-critical public safety function.

Classification Addition:

Sheriff's Communications Director: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 634 (\$126,668 - \$201,237) The new *Sheriff's Communications Director* classification job specification is attached (Attachment 2).

At-Will Designation

Sheriff's Communications Director: It is recommended that this classification be designated At-Will in accordance with provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Sheriff/Coroner/Public Administrator.

Additional Fiscal Information:

When the new classification is created, the Department will exchange a vacant position and add the new *Sheriff's Communications Director* position through the Human Resources Classification Transaction Request process.

Impact on Residents and Businesses:

While establishing this new classification does not directly impact residents and businesses, approval of the *Sheriff's Communications Director* will strengthen the reliability, efficiency, and responsiveness of the 911 emergency communications division, which is the first point of contact for residents in emergency situations. By providing focused expertise and leadership continuity over 911 operations, the *Sheriff's Communications Director* will ensure Riverside County remains well-prepared for incidents and deliver effective emergency response to the community.

Attachments:

Attachment 1: Resolution No. 440-9524

Attachment 2: *Sheriff's Communications Director* Job Specification

RESOLUTION NO. 440-9524

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on February 5, 2026, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
13830	+	Sheriff's Communications Director	MRP 634

BE IT FURTHER RESOLVED that pursuant to Section 3(c)(ii) of Ordinance No. 440, the Director of Human Resources is authorized to add the following classification to Appendix II, operative the beginning of the pay period following approval, as follows:

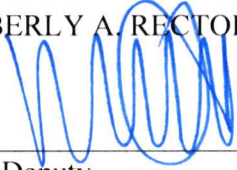
<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>
13830	+	Sheriff's Communications Director

ROLL CALL:

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
 Nays: None
 Absent: None
 Abstain: None

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

KIMBERLY A. RECTOR, Clerk of said Board

By: 
 Deputy

/kc
 01/12/2026
 440 Resolutions\KC



SHERIFF'S COMMUNICATIONS DIRECTOR

Class Code: 13830

COUNTY OF RIVERSIDE
Established Date: Feb 5, 2026
Revision Date: Feb 5, 2026

SALARY RANGE

\$60.90 - \$96.75 Hourly
\$10,555.63 - \$16,769.76 Monthly
\$126,667.62 - \$201,237.09 Annually

CLASS CONCEPT:

Under administrative oversight plans, organizes, develops and directs the operations of the Riverside County Sheriff's Communications Bureau; establishes short and long-term objectives to improve and expand operational efficiencies within the Bureau; implements leadership strategies that strengthen morale and commitment in high-stress environments; performs other related duties as required.

The Sheriff's Communications Director is a non-sworn management level classification with a single position reporting to a Chief Deputy or higher-level management position within the Sheriff's Administration. The incumbent is responsible for establishing policies and procedures, while ensuring communication resources are modernized and efficiently utilized. The Sheriff's Communications Director is characterized by the overall administration, management, and coordination of 24-hour communications services within the Bureau, cross-departments and cross-agencies. The incumbent is expected to perform the full scope of assignments with a high degree of independence in attaining operational objectives within strict guidelines in compliance with state and federally mandated requirements. The Sheriff's Communications Director collaborates closely with Sheriff's Administration to provide organizational leadership and development of both short-term and long-term strategies that align with departmental objectives, while upholding the County's integrity, leading a Bureau responsible for executing extremely complex, highly sensitive, and often stressful duties within a challenging work environment.

The Sheriff's Communications Director is distinguished from the Sheriff's Communications Manager in that the latter has oversight of the day-to-day operations with responsibilities more administrative and supervisory in nature. Whereas, the Sheriff's Communications Director has full scope operational oversight of the Sheriff's Communications Bureau, including establishing Bureau operational goals and objectives.

This class has been designated At-will by the Board of Supervisors in accordance with the provisions provided in Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Sheriff/Coroner/Public Administrator.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311 of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

REPRESENTATION UNIT: Management Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

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

- Provide leadership and oversight of 24/7 emergency communications operations staffed with sworn and non-sworn employees; develop and oversee the strategic, operational, administrative, and implementation efforts of the Communications Bureau's objectives; identify operational and organizational challenges, and develop and execute effective solutions.
- Oversee maintenance and modernization of complex communication systems including, but not limited to, Computer-Aided Dispatch (CAD), radio, mapping tools and other communications systems; evaluate new technologies and methodologies and develop process improvements for the effective utilization, application, and adherence to allow for continued growth and development for a fully operational modernized Sheriff's Communications Bureau.
- Monitor and enhance operational performance metrics by setting specific goals and measuring outcomes, including, but not limited to, call response times, dispatch accuracy, and frequency usage by stations and mobile units.
- Manage large-scale budgets, budget planning and forecasting to ensure funds are allocated appropriately; manage and comply with complex grant requirements, regulations, and reporting deadlines; identify funding opportunities and assist in grant applications and renewals; partner with the Sheriff's Project Management Officer for capital improvement projects to align budget resources with Bureau Communication's project timelines and deliverables.
- Lead efforts to enhance employee retention and engagement in a high-stress environment; foster a culture of continuous learning and resilience within dispatch teams to improve morale and minimize burnout; identify opportunities to implement best management practices or redesign processes to optimize internal performance and efficiency.
- Analyze workload data and call volumes to forecast staffing needs; develop and implement contingency staffing plans to ensure adequate coverage, attendance, overtime, and leave patterns for a 24/7 emergency communications operation; address recruitment challenges by designing retention programs to reduce turnover and improve employee satisfaction.
- Assess training needs of the Communications Bureau through performance evaluations, staff feedback, and industry standards to tailor programs accordingly; design and oversee comprehensive training, curriculum and materials that cover technical skills, emergency protocols, communication techniques, and stress management for dispatch staff; establish mentorship and coaching programs to support skill development and career growth.
- Coordinate allied agency service agreements by establishing clear expectations and responsibilities for service deliverables; monitor performance and service quality to ensure accountability and drive continuous improvement; address service disruptions and implement problem-solving measures to minimize operational impact; oversee the implementation of operational changes and potential workflow streamlining.
- Develop and implement changes to procedures to ensure compliance with local, state and federal laws, rules and regulations; continue monitoring progress of legislation and impact on operations ensuring conformance meets all state and federally mandated requirements and reporting; ensure compliance with relevant certifications and licensing requirements for dispatch personnel.

- Develop, implement, and enforce policies, procedures, and risk mitigation strategies by establishing clear guidelines and plans to effectively manage risks and operations; ensure consistent adherence to these rules in support of departmental goals, including identifying security risks, developing security management practices, and monitoring the effectiveness of protective measures.
- Direct and maintain comprehensive continuity of operations (COOP) to ensure critical functions remain operational during major incidents and emergencies; implement incident and disaster recovery to restore communications and essential services promptly; evaluate post incident reports to ensure compliance with relevant laws, regulations, and standards; implement enhancements to resource allocations and logistics of incident and disaster response times for operational resilience.
- Serve as the communications liaison during emergency operations by coordinating with internal departments and external agencies to ensure alignment in disaster response and communication recovery efforts; communicate with stakeholders and personnel during major incidents, including the activation of Emergency Operations Centers (EOCs), to provide real-time guidance and updates in support of emergency response activities.
- Represent the agency and agency interests in interagency collaborations with local, regional, and state agencies to support initiatives and provide subject matter expertise on communication operations, policies and capabilities; represent and engage in public meetings to foster transparency, trust and awareness of Bureau communications operations; assist with regional planning efforts particularly those impacting Sheriff's communications or emergency response.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with major course work in computer science, information systems, electronics engineering, voice/data communications, criminal justice, business or public administration, or a related field to the assignment. (Additional qualifying dispatch journey-level experience may substitute for the required education on a year-for-year basis.)

Experience: Five years of management or supervisory administrative experience with responsibility for planning, organizing, and implementing budgets, programs, and projects. This must have included at least two years of experience managing a staff in any one of the following functions: radio dispatch operations, budgets, systems analysis, or telecommunications functions. (A master's degree from an accredited college or university may be substituted for one year of non-management experience.)

Knowledge of: The principles and practices of complex radio communications, including laws, regulations and ordinances that govern county, state and federal radio transmissions; Computer-Aided Dispatch (CAD) systems, Geographic Information Systems (GIS), Telecommunications Device for the Deaf (TDD) equipment, recording equipment and other communications management software; management of operations with a high-volume dispatch communication center; safety and law enforcement terminology; familiarity with codes, signals, and procedures used by police, fire, and EMS agencies; functions, authority and jurisdiction of the Sheriff's Department; advanced principals of supervision and office management, including, workplace safety, especially relating to stress management and ergonomics in dispatch centers; training and supervision of personnel to ensure high-quality service delivery and adherence to company standard; budget development, financial forecasting, monitoring expenditures, and ensuring compliance with funding guidelines and fiscal controls; computer information management including data integrity, confidentiality, and compliance with laws.

Ability to: Organize, motivate, mentor, and direct staff while fostering a positive and high-performance work culture; recognizing and managing personal emotions and the emotions of others, especially in high-stress situations; train personnel in communications activities; exercise sound judgment in emergency situations; assess complex situations quickly and make sound, data-informed decisions;

skills for managing high-stress interactions with callers, field personnel, and other agencies; develop and evaluate communications and record-keeping procedures to ensure accuracy in dispatch operations, data entry, analysis, and reporting; interpret statistical reports to support informed decision-making and operational improvements; managing multiple responsibilities, tasks, and incidents under time-sensitive conditions; demonstrate strong oral and written communication skills; understand diverse community needs and ensuring equitable communication and service delivery; perform advanced arithmetic skills to complete calculations related to scheduling, budgeting, or data tracking; establish and maintain effective working relationships with colleagues, stakeholders, and partner agencies.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License.

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.