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## **MEMORANDUM**

**To:** Mayor and City Council

**From:** Warren Hutmacher, City Manager

**Date:** November 8, 2010

**Subject:** **Amendment of City Allocation and Position Chart**

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### **ITEM DESCRIPTION**

To accurately represent the composition of the non-sworn civilian personnel of the City of Dunwoody Police Department a distinction between the duties of the position of Police Service Representative and the position assigned to ensure agency compliance with the Georgia Criminal Information Center and National Criminal Information Center (GCIC/NCIC) prompts the creation and classification of a separate position, job description and salary range. This request is to simply reclassify one employee and will not add any positions to the City payroll.

### **BACKGROUND**

The Dunwoody Police Department currently has five (5) positions identified as Police Service Representative with similar job duties with the exception of one position designated with heightened sensitivity and significance in its role and position in order to ensure compliance with GCIC/NCIC, that is responsible for the direct supervision of Dunwoody GCIC/NCIC terminal operators and also provides training, initial certification, recertification and reviews work performed by others for GCIC/NCIC compliance. Due to the unique nature of the role, the previous incumbent of this position had a higher rate of pay in recognition of the exclusive duties held.

### **EVALUATION**

The establishment of this position, to be identified as Terminal Agency Coordinator (TAC), is a true illustration of the essential duties and responsibilities that are required of this position. The critical nature of the assignment as well as the minimum qualifications required also warrants an additional salary range. A salary study was performed using 2010 Georgia Department of Community Affairs data from comparable cities to establish a range for the TAC position, as well as consideration of the range currently in place for Police Service Representatives and the other non-sworn positions in the Dunwoody Police Department.

### **FUNDING**

Funds (\$1,750) are available in FY 2010 (\$1,750) and FY 2011 (\$6,125) operating budget.

### **RECOMMENDED ACTION**

It is respectfully requested that Council approve the Staff's recommendation to modify the current position allocation chart to four (4) positions identified as Police Service Representative and one (1) position identified as Terminal Agency Coordinator (TAC) with an average salary low range of \$34,000 and average salary high range of \$49,000.

**Ken Wright** Mayor

**Denis Shortal** City Council Post 1  
**Adrian Bonser** City Council Post 2  
**Doug R. Thompson** City Council Post 3

**Robert Wittenstein** City Council Post 4  
**Danny Ross** City Council Post 5  
**John Heneghan** City Council Post 6

## CITY OF DUNWOODY, GEORGIA

TITLE: Terminal Agency Coordinator

DEPARTMENT: Public Safety

FLSA STATUS: Non-Exempt

## JOB SUMMARY:

This position is responsible for the direct supervision of Dunwoody GCIC/NCIC terminal operators and for ensuring agency compliance with all rules and regulations of the Georgia Criminal Information Center and National Criminal Information Center (GCIC/NCIC). Provides training, initial certification, recertification and reviewing work performed for GCIC/NCIC compliance. This position performs under the direct supervision of the support services division Sergeant. Additionally, the position is responsible for retrieving police reports; processing citations; verifying, retrieving, entering and changing information stored on GCIC; dispersing information to police personnel and citizens; and entering and retrieving information on the in-house computer system.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Prepares and performs GCIC annual audits
- Ensures the department maintains compliance with GCIC Rules and Regulations, Section 140.2.7 Audit Procedures
- Maintains GCIC and certification records
- Validates warrants and GCIC entries
- Administration of training for all sworn and non-sworn DPD members as it relates to privacy and security, the dissemination of CHRI, use of the GCIC terminal, proper use of GCIC and NCIC procedure books and other related training. Responsible for maintaining, posting, and filing all procedural updates received from GCIC.
- Administers or oversees terminal operator training, certification/re-certification testing, and the reporting to GCIC regarding the certification/re-certification status of all terminal operators employed by the Dunwoody Police Department
- Maintains Security and Integrity training records
- Reviews GCIC bulletins weekly and implements procedural changes as required
- Receives training, testing, and certification as mandated by GCIC
- Verifies all information stored on GCIC by monitoring validation reports from GCIC, completes form letters on each entry, and writes supplemental report to upgrade information. Verifies GCIC/NCIC entries.
- Runs suspended and revoked licenses taken by officers through GCIC for status, completes forms and makes copies of reports and licenses, mails original to state and files copies
- Processes citations, checks computer records, and files records generated by the department
- Teletypes police messages to and from other agencies
- Performs duties at the front desk including operating the telephone switchboard, assisting citizens, and bonding people out of jail
- Assists general public in obtaining reports and information and collects money for various services
- Answers phones and takes messages for officers
- Conducts criminal history checks as needed to process case files and other requests
- Monitors internal security system
- Will be required to perform other related duties as requested, directed or assigned
- Regular attendance and punctuality are essential requirements of the job

## MINIMUM QUALIFICATIONS:

Education and Experience:

- a) High School graduate or GED
- b) Minimum of two (2) years experience in an office clerical position preferably in a police environment
- c) An equivalent combination of education and experience may be acceptable

Necessary Knowledge, Skills and Abilities:

- a) Knowledge of departmental policies, procedures, directives, rules and regulations, and GCIC/NCIC policies and procedures

- b) Georgia Crime Information Center Terminal Agency Coordinator Certification
- c) Knowledge of state laws, practices and procedures relating to municipal police departments
- d) Ability to type 35 wpm with skill and accuracy
- e) Ability to operate a switchboard, police radio, and office equipment
- f) Knowledge of modern office practices, equipment, methods and procedures
- g) Ability to understand and carry out complex verbal and written instructions
- h) Ability to deal tactfully and courteously with employees and the general public
- i) Ability to communicate clearly and effectively, verbally and in writing
- j) Ability to develop and maintain effective working relationships with officials, employees, state and federal authorities, civic leaders and the public
- k) Skill in managing competing priorities on multiple projects
- l) Ability to manage stressful situations

**SPECIAL REQUIREMENTS:**

- Must be able to manage multiple items at the same time; prioritize tasks; and meet recurring and period time constraints; must be able to maintain confidentiality.
- Certification as a notary public shall be obtained within sixty days of employment with the City.
- Required to work shift work (open 24 hours a day).

**PHYSICAL DEMANDS:**

The physical demands described here 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 functions.

- Must be able to sit for extended periods of time.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, balance, stoop, kneel, or crouch; talk or hear; and smell.
- The employee must occasionally lift and move up to 25 pounds.
- Specific vision and hearing abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee primarily works in indoor environments.

**PUBLIC CONTACT:**

Extensive contact with other employees and the general public involving problem solving circumstances.

**CITY OF DUNWOODY, GEORGIA**  
**FY 2010 Position Allocation Chart**

Department/Title	Full Time	Part Time
<b>General Government</b>		
Mayor		1
City Council		6
<b>Office of the City Manager</b>		
City Manager	1	
<b>Administrative Services</b>		
City Clerk	1	
<b>Financial Services Division</b>		
Finance Director	1	
<b>Public Safety</b>		
Chief of Police	1	
Deputy Chief of Police	1	
Lieutenant	3	
Sergeant	6	
Police Officer	31	
Police Service Representative (non-sworn)	4	
Crime Scene Technician (non-sworn)	1	
Property & Evidence Technician (non-sworn)	1	
Executive Assistant (non-sworn)	1	
Terminal Agency Coordinator (non-sworn)	1	
<b>Municipal</b>		
Clerk of Court	1	
<b>TOTAL PERSONNEL</b>	<b>54</b>	<b>7</b>

**CITY OF DUNWOODY, GEORGIA**

**Position and Compensation Chart**

Department/Title		Full Time	Part Time	Salary Summary	
				Avg. Low	Avg. High
Administrative Services					
City Clerk		1		\$ 59,821	\$ 83,310
Financial Services Division					
Finance Director		1		\$ 102,884	\$ 133,733
Public Safety					
Chief of Police		1		\$ 94,120	\$ 127,054
Deputy Chief of Police		1		\$ 74,700	\$ 92,000
Lieutenant		1		\$ 61,700	\$ 80,500
Sergeant		6		\$ 48,400	\$ 69,900
Patrol Officer		1		\$ 38,500	\$ 57,200
Police Service Representative (non-sworn)		4		\$ 29,500	\$ 42,100
Crime Scene Technician (non-sworn)		1		\$ 34,700	\$ 49,900
Property & Evidence Technician (non-sworn)		1		\$ 30,488	\$ 46,000
Executive Assistant (non-sworn)		1		\$ 39,900	\$ 58,600
Terminal Agency Coordinator (non-sworn)		1		\$ 34,000	\$ 49,000
Municipal					
Clerk of Court		1		\$ 48,666	\$ 68,349