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CITY OF OAKLAND

2013 SEP 12 PM 5:02

AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Katano Kasaine
City Treasurer/Interim HR Director

SUBJECT: Supplemental: Salary Ordinance Amendment **DATE:** September 12, 2013

City Administrator
Approval

Date

9/12/13

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council accept this supplemental report to the Ordinance Amending the Salary Schedule of Ordinance No. 12187 C.M.S. ("Salary Ordinance") to add the classification of Intake Technician.

OUTCOME

The information in this report is provided at the request of the Finance & Management Committee.

REASON FOR SUPPLEMENTAL

At the September 10, 2013 meeting of the Finance & Management Committee, the committee's motion in advancing the Salary Ordinance Amendment to the full Council included a request that the classification specification adopted by the Civil Service Board for Intake Technician be provided in a supplemental report.

ANALYSIS

The attached classification specification was adopted by the Civil Service Board at its August 15, 2013 meeting. Any changes to the attached classification specifications would be subject to meet and confer and approval by the Civil Service Board.

COORDINATION

The writing of this supplemental report was coordinated through the Department of Human Resources Management, the office of the City Attorney, and the City Administrator's Office.

COST SUMMARY/IMPLICATIONS

None.

Item: _____
City Council
September 17, 2013

SUSTAINABLE OPPORTUNITIES

Economic: There are no economic impacts associated with this supplemental report.

Environmental: There are no environmental impacts associated with this supplemental report.

Social Equity: There are no social equity impacts associated with this supplemental report.

For questions regarding this report, please contact Kip Walsh, Recruitment & Classification Manager, at (510) 238-7334.

Respectfully submitted,



KATANO KASAINE

Interim Director

Department of Human Resources Management

Prepared by:

Kip Walsh, Recruitment & Classification Manager

Attachment (1)

- 1) ***Classification Specification for Intake Technician***



INTAKE TECHNICIAN

Class Code: AP434 FTE

Civil Service Classified

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DEFINITION

Under general supervision in the Oakland Police Department, uses a full range of clerical and technical level skills to perform intake and examination of allegations of misconduct and/or citizen's complaints; compile and organize facts and data for cases; assist with the preparation of investigative reports for meetings and hearings; coordinate with sworn and civilian staff and the general public; access and maintain complex internal automated records systems; and, perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Intake Technician is a journey level, specialized administrative position that is responsible for receiving complaints regarding allegations of misconduct.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

- Receive oral or written allegations/complaints from individuals walking into the office, mailing forms or speaking over the telephone.
- Provide assistance and information to citizens filing complaints and provide referrals to other appropriate agencies as necessary.
- Analyze and compile facts and data.
- Create and compile case files both electronically and in hard copy of supporting documentation of the complaint.
- Maintain internal manual and automated recordkeeping systems and provide information in compliance with federal and state regulations; maintain complete and accurate complaint files, conversation logs, closed files, media reports, police reports, computerized files and other related files and records; ensure that records are secure and confidential.
- Verify and document statutory deadline dates, take complainant statements, identify subject officers and witnesses, and classify allegations.
- Prepare written reports for supervisory review; attend meetings and hearings and, if needed, prepare meeting minutes deemed necessary by OPD.
- Coordinate and conduct transactions with other employees, sworn and civilian staff, and the public in matters requiring knowledge and analytical application of Police Department rules, policies and procedures.
- Drive to various locations to conduct intake of allegations of Police misconduct.
- Participate in community outreach activities as deemed necessary by OPD or management staff

- Process Public Records Act requests in accordance with City policy and applicable laws.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles and techniques of effective interviews leading to investigations, including evidence gathering, evidence evaluation and analysis of information.
- Laws of arrest, search and seizure; legal rights of citizens.
- Principles of constitutional and criminal law and California Public Safety Officer's Bill of Rights.
- Principles and techniques of public relations including public speaking and conflict mediation.
- Police department administration and organization; administrative hearing procedures.
- English punctuation, syntax, language mechanics and spelling.
- Principles and techniques necessary for the objective presentation of recommendations both in oral and written formats.
- Advanced personal computer applications including word processing, databases and spreadsheets.

Ability to:

- Plan and organize preliminary documents related to investigations of complex, confidential and sensitive matters in a timely manner; while adhering to high standards of ethical conduct; maintain accurate records and files of actions taken on cases.
- Assist with the creation of investigative operational plans; focus on facts and details.
- Use tact and diplomacy and maintain confidentiality in interviewing individuals from diverse backgrounds while remaining calm and impartial during sensitive, confrontational, and stressful situations.
- Compile information, facts, evidence and other data and note the credibility of the witness and the probative value of information obtained; and determine appropriate referral or administrative closure.
- Operate a camera to photograph complainants' injuries and the scene of the incident if necessary.
- Read, comprehend and apply complex policies, rules, laws, reports, medical records and other pertinent documents.
- Interpret information regarding the case and process in lay person's terms.
- Maintain a high level of professionalism and ethical standards in approaching each case without preconceived biases.
- Communicate effectively orally and in writing; make verbal presentations.

- Meet critical deadlines, manage time effectively and adapt quickly to changing priorities.
- Work with minimal supervision and direction; work flexible hours as necessary including nights and weekends.
- Establish and maintain professional working relationships with employees, elected officials, boards and commissions, community groups and the general public.
- Participate in regular on and offsite training.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Bachelor's degree from an accredited college or university in criminal justice, communications, social science or related field. Experience may be substituted for education on a year-for-year basis.

Experience:

Three (3) years of full-time experience performing standard administrative duties including a high degree of public contact. Experience with civil, criminal or factual investigations, preferably performing critical analysis of evidence, is desirable. Law enforcement experience is also highly desirable.

LICENSE OR CERTIFICATE

Possession of a valid California Driver's License is required.

OTHER REQUIREMENTS

Incumbents will be expected to work nights and weekends as necessary.

Candidates who receive offers of employment will be required to submit fingerprints, undergo a criminal record clearance, and have a physical examination including a TB screening. Must pass a thorough background investigation.

Must be eighteen (18) years of age or older.

Must pass a Department of Justice fingerprint check, which allows special access to law enforcement data systems.

Must pass a six (6) hour Department of Justice training course regulating access to law enforcement data systems.

Must meet Department of Justice and other training mandates regulating access to law enforcement data systems.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 08/15/2013	CSB Resolution #:	Salary Ordinance #:
Exempted: Y <input type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #:	
(Previous title(s):)		