THE STATE of ALASKA
GOVERNOR SEAN PARNELL

Department of Administration
DIVISION OF PERSONNEL AND LABOR RELATIONS
10th Fl. State Office Building
PO Box 110201
Juneau, AK 99811-0201
Main: 907.465.4430
Fax: 907.465.3415
www.doa.alaska.gov/dop

Memorandum

To: Nicki Neal
Director

Thru: Keith Murry
Class Studies Supervisor

From: Erin Kelly
Human Resource Specialist II

Date: January 15, 2013

Subject: Radio Dispatcher Study

Preamble:

In March 2012 a study request was made by the Department of Public Safety to review the Radio Dispatcher job class series. The request was made to address perceived variances in duties for positions in different locations and the training required, and to review salary range assignments. The study was started in June, 2012.

Study Scope:

The study request included the review of all positions in the Radio Dispatcher I, Radio Dispatcher II, and Radio Dispatcher III job classes. This, however, was later expanded to include the Communications Center Supervisor job class as it is closely tied to the Radio Dispatcher job class series. There is only one position performing Communication Center Supervisor duties.

Ultimately, the study included 55 positions within three departments as shown below:

	Radio Dispatcher I	Radio Dispatcher II	Radio Dispatcher III	Communications Center Supervisor
Department of Public Safety	-	27	6	1
Department of Natural Resources	-	1	-	-
Department of Transportation & Public Facilities	-	18	2	

Study Contacts:

Study contacts for the Radio Dispatcher Study included Matt Leveque (Major, Alaska State Troopers) and Cheri Cadiente (Special Assistant to the Commissioner II) from the Department of Public Safety; Sherilyn Knight (Human Resource Manager I) and Mary Siroky (Director of Administrative Services) from the Department of Transportation and Public Facilities; and Fabienne Peter-Contesse (Division Operations Manager) and Denise Dutile (Administrative Officer I) from the Department of Natural Resources, Division of Administrative Services.

History of Job Class(es):

The Radio Dispatcher job class was created in April of 1963 to describe radio dispatching work as well as various clerical and public information tasks. This included such things as operating radio-telephone equipment, determining if personnel should be dispatched, taking complaints, and providing information to the public and law enforcement personnel. In 1969 the job class was expanded into two levels, Radio Dispatcher I and Radio Dispatcher II, which were primarily distinguished by the size of the population of the areas serviced.

In 1978, a larger study was completed which included the following job classes: Radio Dispatcher I, Radio Dispatcher II, and the Trooper Operations Assistant (formerly the Police Operations Assistant established in 1963). The end result being revisions to the definition; distinguishing characteristics; examples of duties; knowledge, skills, and abilities; and the minimum qualifications for all three job classes. The Trooper Operations Assistant job class was also retitled to Radio Dispatcher III; the lead level that requires continuous responsibility over employees including instructing and training staff, assigning and checking work, setting task priorities, and preparing evaluations while also performing the same or similar work.

Since that time, no other significant changes have been made to the Radio Dispatcher job class series. However, in November of 1991, the Communication Center Supervisor job class was created to carve out a body of work that defined responsibility over a 24-hour communications center through subordinate shift supervisors. This became necessary as the volume of emergency calls increased, and additional staff was necessary to perform the work. The Communications Center Supervisor job class has not been reviewed since the salary reconsideration review in 1992, shortly after implementation.

Class Analysis:

The state's classification plan provides for the grouping of positions into job classes when they are sufficiently similar with respect to duties and responsibilities, degree of supervision exercised and received, and entrance requirements so that: 1) the same title can be used to clearly identify each position; 2) the same minimum qualifications for initial appointment can be established for all positions; 3) the same rate of basic pay can be fairly applied to all positions; and 4) employees in a particular class are considered an appropriate group for purposes of layoff and recall. Job classes should be constructed as broadly as is feasible as long as the tests of similarity are met.

The focus of this study was to determine whether or not the work performed by the Radio Dispatchers is accurately reflected in the class specifications, whether differences in duties and certification requires a new job class or job classes, and whether the positions performing both emergency and non-emergency dispatching/communication services are being fairly compensated for the work they perform. To examine this, position descriptions were submitted, telephonic and in-person desk interviews were completed, and comparative analysis performed.

Initial analysis indicated that the primary function of the Radio Dispatchers II and III had remained relatively the same. Radio Dispatchers II continue to perform at the journey level to transmit, receive, evaluate, dispatch, and relay information concerning law enforcement activities and public safety; and Radio Dispatchers III still function in a lead capacity over others in clerical and dispatching operations. Work at the Radio Dispatcher I level was not observed being performed by anyone in the State, nor were there any positions allocated to this job class.

Further analysis indicated that there are Radio Dispatchers III within the State assigned supervisory responsibilities and the authority to make some decisions that affect the operations of a communication center based on their location and the size of the communication center. Previously, these positions had not been classified to Communication Center Supervisor as they did not perform similar administrative duties nor did they oversee a large enough communication center to require administration through subordinate shift leads. This anomaly was examined in the study. Ultimately it was determined that grouping these positions with lead level positions did not violate the tests of similarity and that considering the whole job, supervision was not as significant of a factor in the classification of their work as had been previously thought.

Other significant changes since 1978 included the technology used, including advance mapping and telecommunications systems; the scope of recommendations, decisions, commitments, and the consequence of error; and the certification that is being required of some Radio Dispatchers and not of others. Essentially, duties of Radio Dispatchers were now more technical in nature than had been previously described or observed.

Despite the variances in some positions such as Emergency Medical Dispatch (EMD) certification or the use of Computer Aided Dispatch (CAD), analysis determined that the tests of similarity are still met with positions lacking these elements and they do not justify the creation of a new job class. Skills necessary for these stipulations are and can be attained through the training that is already being provided throughout the State.

The EMD certification, as well as Emergency Fire Dispatch (EFD) and Emergency Police Dispatch (EPD) certification has been implemented in locations other than Soldotna where it is currently a requirement. This however, was abandoned due to the extensive cost of maintaining certification. While professional development is desired and can reduce the liability of the State, the certifications are not essential to perform Radio Dispatcher work that is currently being performed statewide unless stipulated by local policy or regulations. Despite initial concerns this does not pose a problem for purposes of lay off and recall as position employees returning to work in locations where this certification is required can acquire this certification within a reasonable period, such as a normal probationary period. This same notion applies to the use of CAD. The basic skills necessary for CAD are no different than those used to navigate other system software already being utilized such

as Alaska Public Safety Information Network (APSIN) or FBI National Criminal Information Center (NCIS); basic protocols and codes can be learned within a reasonable time period.

To reflect the changes in the scope of authority, the technology used, and the removal of the unutilized Radio Dispatcher I job class, the class specifications were retitled and the series definition, job class definition, distinguishing characteristics, examples of duties, and minimum qualifications were updated.

Analysis of the Communication Center Supervisor indicated no changes were necessary except to update the language in the specifications regarding technology and the title changes of the other job classes.

Class Title:

A class title should be the best descriptive title for the work. It is intended to concisely and accurately convey the kind and level of work performed and should be brief, easily recognized, gender neutral, and understood by potential applicants.

Essentially the title "Radio Dispatcher" meets all the conditions necessary for a class title. However, given the changes in technology since 1978 and the actual use of radios being almost obsolete, it was determined that the title should be modified to reflect the primary purpose of the positions rather than the technology used to perform the duties. Subsequently, the series was retitled to Emergency Services Dispatcher and the numbers used to distinguish the levels were reset to reflect the removal of the Radio Dispatcher I job class. The final result was the Radio Dispatcher II retitled to Emergency Services Dispatcher I and the Radio Dispatcher III retitled to Emergency Services Dispatcher II.

The title for the Communications Center Supervisor job class was also modified to more accurately reflect the work being performed. This job class was retitled to Emergency Dispatch Supervisor. It reflects the type of work being performed and is easily recognized and understood by applicants as the next level after the Emergency Services Dispatcher series.

Minimum Qualifications:

The minimum qualifications established for a job class must relate to the knowledge, skills, and abilities needed to perform the work and must not create an artificial barrier to employment of individuals in protected classes. Required training should be limited to the basic formal training that customarily prepares individuals for work in the field. Experience requirements are intended to ensure new employees can successfully perform the work after a period of orientation or familiarization. Required experience should be directly related to the actual duties of positions in the class and should not be equivalent to the work to be performed.

Although the minimum qualifications for the Emergency Services Dispatchers was reviewed extensively from the typing requirement to basic certification it was determined that given the history of successful applicant pools that elicit qualified candidates no significant changes were necessary. The only modification was to the Minimum Qualifications included the title changes and

to the Emergency Services Dispatcher I level to clarify what work should be considered as qualifying for the six months of clerical experience.

The minimum qualifications for the Emergency Dispatch Supervisor only included the title changes for those job classes listed for qualifying experience.

Class Code:

A Class Code is assigned based on the placement of the job class in the classification schematic of Occupational Groups and Job Families. Occupational Groups are made up of related Job Families and encompass relatively broad occupations, professions, or activities. Job Families are groups of job classes and class series that are related as to the nature of the work performed and typically have similar initial preparation for employment and career progression.

Based on the nature of the work performed, all the job classes reviewed in this study continue to fall into the Government Management and Infrastructure Occupational Group (PD). This group includes families of classes that advise on, administer, supervise, or perform work related to the organization and development of government, infrastructure development, economic research, planning, and property management. More specifically they continue to fall within the Emergency Planning and Response (PD04) family which includes classes of positions that administer, supervise, or perform work related to disaster planning, mitigation, response, and recovery.

Subsequently, no changes to the Class Codes and AKPAY Codes were made.

Fair Labor Standards Act

The positions in this study are covered by the minimum wage and maximum hour provisions of the Fair Labor Standards Act of 1938, as Amended (FLSA). While exemption from the provisions of the Act are determined based on the specific circumstances of an individual employee on a work-week basis, there are general aspects of the classes and their influence on the exemptions for employees in bona fide executive, professional, or administrative positions that can be addressed in general.

Emergency Services Dispatchers I are not overtime exempt under the Fair Labor Standards Act and are therefore eligible for overtime. They are not executive because the primary duty is not management of the enterprise. They do not meet the administrative criteria because the primary duty is not work directly related to the management or general business operation of the employer or the employer's customers. Nor are they professional because their primary duty does not require knowledge of an advanced type in a field of science or learning.

In most cases, Emergency Services Dispatcher II do not meet the executive, administrative, and professional exemptions under the Fair Labor Standards Act. Their primary duties do not include the management of an enterprise, their work is not directly related to the management or general business operation of the employer or the employer's customers and they are not professional because their primary duty does not require knowledge of an advanced type in a field of science or learning. Emergency Services Dispatchers II assigned supervision of two or more full time or

equivalent staff and the responsibility for making decisions that affect the work of their subordinates do meet the executive criteria and are not eligible for over time.

Emergency Dispatch Supervisors are overtime exempt under the Fair Labor Standards Act and are not eligible for overtime under the executive criteria. Emergency Dispatch Supervisors supervise a group of technical positions, primarily Emergency Services Dispatchers I and II with the authority to hire and fire. Emergency Dispatch Supervisors do not meet the administrative and professional criteria as the work they perform is not directly related to the general business operations of the employer, and because their primary duty does not require knowledge of an advanced type in a field of science or learning nor is the work performed in a recognized field of artistic or creative endeavor.

Salary Analysis:

The salary range of a job class is determined based on internal consistency within the State's pay plans, in accordance with merit principles, with the goal of providing fair and reasonable compensation for services rendered and maintaining the principle of like pay for like work. In evaluating internal consistency, the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with job classes of a similar nature, kind, and level in the same occupational group and job family or related job families.

As previously discussed, the Emergency Services Dispatcher I, Emergency Dispatcher II and Emergency Dispatch Supervisor all perform work that falls under Occupational Group PD: Government Management and Infrastructure. Further, the job classes all perform work defined within the Emergency Planning and Response Job Family (PD04), which includes positions that administer supervise, or perform work related to disaster planning, mitigation, response, and recovery and emergency service dispatch. Initial preparation for employment within this job family is typically through training and experience with subsequent career progression based on progressively responsible experience.

In analyzing and determining the salary range for the classes under review, comparisons were made to various job classes within the PD04 job family. It was determined that for consistency the most effective way was to individually take each study class and compare it to the characteristics of similar job classes within the job family by range. This method is outlined below using tables that illustrate the comparison job classes and the characteristics that are common among each range in relation to the eight classification factors.

Emergency Services Dispatcher I

To ensure internal consistency with the State's classification and pay plan the Emergency Services Dispatcher I job class was compared to the Wildland Fire Dispatcher I, Wildland Fire Dispatcher II, Emergency Management Specialist I, Wildland Fire Dispatcher III, Emergency Management Specialist II, and State Logistics Center Coordinator.

Range	Job Class	Description	Range Characteristics
11	Wildland Fire Dispatcher I	Dispatchers follow formal dispatching training and receive on the job training to learn and perform duties associated with Wildland Fire Dispatching.	Technical training level where incumbents spend time performing basic elementary tasks as well as a large amount of time training to develop knowledge and skills necessary to perform at the journey level. This level is suited for flexible staffing.
13	Wildland Fire Dispatcher II	Perform work receiving, recording, and disseminating information related to wildland fires, and submitting and processing requests for the delivery of resources in support of an incident.	Full range of technical duties while ensuring compliance with standard methods, established contracts, rules, policies, procedures and guidelines. Incumbents routinely take action or make decisions without prior approval from higher level staff at this level.
14	Emergency Management Specialist I	Assist in the review and evaluation of local emergency management plans, on-site assessment and response activities, and draft parts of statewide plans for higher level staff. Incumbents interpret multiple state and federal statutes and regulations to assess or develop emergency response plans, draft reports, and to provide information to local officials and the general public to utilize grants and perform appropriate deliverable actions.	Entry professional level where incumbents primarily perform advanced technical tasks but are not operating within the full scope of the professional level where work is creative, analytical, evaluative, interpretive, and requires a range and depth of specialized theoretical knowledge in a field of science or learning characteristically acquired through education.
15	Wildland Fire Dispatcher III	Lead -level that plans, schedules, coordinates, and oversees the daily operations of a dispatch or logistics office. This often includes assigning work, reviewing, and evaluating work performance, training lower level technicians, and keeping the supervisor apprised of the day-to-day operations in the office.	Advanced journey level/lead level for technical work in state and local mitigation, response, and logistics from events that threaten or impact life, health, and property.
16	Emergency Management Specialist II	Serve as the division's representative on-site to coordinate initial assessment and response activities during emergency or disaster situations. Incumbents independently analyze community needs and resources, assist local officials in requesting additional assistance from state or federal agencies, and coordinate and direct state resources as the State On Scene Coordinating Officer.	Professional journey-level duties in state and local mitigation, preparedness, response, and recovery from events that threaten or impact life, health, and property on a large scale.

	State Logistics Center (SLC) Coordinator	Single position job class responsible for coordinating and directing the SLC and supervising SLC staff. Responsibilities include developing and implementing operational plans; interpreting statutes, regulations, policies, and procedures; and developing strategies that maximize operational effectiveness and efficiency.	

Emergency Service Dispatchers I perform technical dispatching duties at the journey level for both emergency and non-emergency dispatching/communications services for airports, State and local law enforcement agencies, fire departments, emergency medical services, and the public to minimize the loss of life and property. Duties include determining call priorities, obtaining accurate and complete information pertaining to reported incidents, determining appropriate level of response, and dispatching either emergency or non-emergency services.

The initiative and originality that is exercised and the nature and scope of recommendations, decisions, commitments, and consequence of error indicate that thework of the Emergency Dispatcher I does not align to the professional level or advanced technical level found in Ranges 14, 15, and 16 and best aligns with the Wildland and Fire Dispatcher series that receive reports of incidents and initiate the initial response of appropriate fire resources to support wildland fire preparedness and suppression activities.

When comparing the Emergency Services Dispatcher I to the Wildland Fire Dispatcher II there is a strong correlation in that they both perform the full range of technical duties while ensuring compliance with standard methods, established contracts, rules, policies, procedures and guidelines; and incumbents routinely take action or make decisions without prior approval from higher level staff. Historically these two classes were compared for alignment in 2007 and it was determined that the Wildland Fire Dispatcher II performed duties beyond just receiving and relating information for the purpose of dispatching units. This included initiating the response or appropriate fire resources based on the nature and location of the reported fire, tracking ongoing incidents, maintaining radio contact with fire suppression personnel and staying abreast of current fire information to issue updates to filed locations. The alignment of the Wildland Fire Dispatcher II in 2007 compared it to the work of the Radio Dispatchers defined in 1978. Examination of the work currently performed by the Emergency Services Dispatcher indicate these differences are no longer valid and the classes should be at the same range (Range 13).

Emergency Services Dispatcher II

The Emergency Services Dispatcher II job class was compared to the Wildland Fire Dispatcher II, Emergency Management Specialist I, Wildland Fire Dispatcher III, Emergency Management Specialist II, and State Logistics Center Coordinator.

Range	Job Class	Description	Range Characteristics
13	Wildland Fire Dispatcher II	Perform work receiving, recording, and disseminating information related to wildland fires, and submitting and processing requests for the delivery of resources in support of an incident.	Full range of technical duties while ensuring compliance with standard methods, established contracts, rules, policies, procedures and guidelines. Incumbents routinely take action or make decisions without prior approval from higher level staff at this level.
14	Emergency Management Specialist I	Assist in the review and evaluation of local emergency management plans, on-site assessment and response activities, and draft parts of statewide plans for higher level staff. Incumbents interpret multiple state and federal statutes and regulations to assess or develop emergency response plans, draft reports, and to provide information to local officials and the general public to utilize grants and perform appropriate deliverable actions.	Entry professional level where incumbents primarily perform advanced technical tasks but are not operating within the full scope of the professional level where work is creative, analytical, evaluative, interpretive, and requires a range and depth of specialized theoretical knowledge in a field of science or learning characteristically acquired through education.
15	Wildland Fire Dispatcher III	Lead -level that plans, schedules, coordinates, and oversees the daily operations of a dispatch or logistics office. This often includes assigning work, reviewing, and evaluating work performance, training lower level technicians, and keeping the supervisor apprised of the day-to-day operations in the office.	Advanced journey level/lead level for technical work in state and local mitigation, response, and logistics from events that threaten or impact life, health, and property.
16	Emergency Management Specialist II	Serve as the division's representative on-site to coordinate initial assessment and response activities during emergency or disaster situations. Incumbents independently analyze community needs and resources, assist local officials in requesting additional assistance from state or federal agencies, and coordinate and direct state resources as the State On Scene Coordinating Officer.	Professional journey-level duties in state and local mitigation, preparedness, response, and recovery from events that threaten or impact life, health, and property on a large scale.
	State Logistics Center (SLC) Coordinator	Single position job class responsible for coordinating and directing the SLC and supervising SLC staff. Responsibilities include developing and implementing operational plans; interpreting statutes, regulations, policies, and procedures; and developing strategies that maximize operational effectiveness and efficiency.	

Emergency Services Dispatchers II function independently to perform dispatching duties, set task priorities, schedule shift coverage, train and instruct other dispatchers, assign and evaluate work, and are available for support for the most difficult or controversial requests for assistance.

Alignment analysis indicates Emergency Services Dispatcher II best aligns to job classes that perform advanced level technical tasks such as the Emergency Management Specialist I (Range 14) or Wildland Fire Dispatcher III (Range 15). Within the range patterns of the Classification System Range 14 is typically assigned to either the advanced technical level requiring specialized training, or the entry professional level, commonly requiring a bachelor's degree as a minimum qualification. Therefore, it is unusual that the Wildland Fire Dispatcher III, the lead-level that plans, schedules, coordinates, and oversees the daily operations of a dispatch or logistics office, was allocated at Range 15. Upon further examination it was discovered that the reason the Wildland Fire Dispatcher III was allocated to Range 15 was to remain consistent with a standard practice of a two range difference between levels. However, this practice was misapplied. The standard practice of a two range difference is only applied when considering all of the work performed in relation to the classification factors. While this practice can be more commonly observed between job classes that supervise, not lead, evaluation of the work for range assignment must be evaluated based on all of the work performed. Therefore allocation for the Emergency Services Dispatcher II is aligned with Range 14 and the range for the Wildland Fire Dispatcher III will be dealt with when the class is examined for alignment in the new classification and pay structure, currently under development.

Emergency Dispatch Supervisor

The Emergency Dispatch Supervisor was compared to the Wildland Fire Dispatcher II, Emergency Management Specialist I, Emergency Management Specialist II, State Logistics Coordinator, Safety and Emergency Support Specialist, and the Emergency Management Specialist III job classes.

Range	Job Class	Description	Range Characteristics
13	Wildland Fire Dispatcher II	Perform work receiving, recording, and disseminating information related to wildland fires, and submitting and processing requests for the delivery of resources in support of an incident.	Full range of technical duties while ensuring compliance with standard methods, established contracts, rules, policies, procedures and guidelines. Incumbents routinely take action or make decisions without prior approval from higher level staff at this level.

14	Emergency Management Specialist I	Assist in the review and evaluation of local emergency management plans, on-site assessment and response activities, and draft parts of statewide plans for higher level staff. Incumbents interpret multiple state and federal statutes and regulations to assess or develop emergency response plans, draft reports, and to provide information to local officials and the general public to utilize grants and perform appropriate deliverable actions.	Entry professional level where incumbents primarily perform advanced technical tasks but are not operating within the full scope of the professional level where work is creative, analytical, evaluative, interpretive, and requires a range and depth of specialized theoretical knowledge in a field of science or learning characteristically acquired through education.
16	Emergency Management Specialist II	Serve as the division's representative on-site to coordinate initial assessment and response activities during emergency or disaster situations. Incumbents independently analyze community needs and resources, assist local officials in requesting additional assistance from state or federal agencies, and coordinate and direct state resources as the State On Scene Coordinating Officer.	Professional journey-level duties in state and local mitigation, preparedness, response, and recovery from events that threaten or impact life, health, and property on a large scale.
	State Logistics Center (SLC) Coordinator	Single position job class responsible for coordinating and directing the SLC and supervising SLC staff. Responsibilities include developing and implementing operational plans; interpreting statutes, regulations, policies, and procedures; and developing strategies that maximize operational effectiveness and efficiency.	
17	Safety and Emergency Support Specialist	Performs and instructs personnel in one or more of the following areas of emergency support and preparedness: 1. Recognition, identification and disposal of explosive devices. 2. Search and rescue coordination and assistance. 3. Training, certification and coordination of a scuba dive program. 4. Supervision of an avalanche observation and control program in accordance with AS 18.76.010 or AS 19.05.030. 5. Management of a civil defense and/or natural disaster emergency preparedness program.	Professional level class that provides specialized assistance to state, federal and municipal agencies. Work at this level is creative, analytical, evaluative, interpretive, and requires a range and depth of specialized and theoretical knowledge. At this level incumbents must exercise discretion, judgment and personal responsibility for the application of an organized body of knowledge that is constantly studied to make new discoveries and interpretations, and to improve data, materials and methods.

18	Emergency Management Specialist III	Emergency Management Specialist III either 1) supervise subordinate journey professional staff and direct the operations of a unit responsible for a major segment of emergency management mitigation, planning, response, or recovery or 2) are responsible for developing, reviewing, coordinating, and implementing plans for events affecting the entire state which require extensive involvement of multiple local, state, federal, and international agencies.	The advanced professional level, commonly requiring a degree and journey level experience. A range often characteristic of supervising journey level professionals.

Emergency Dispatch Supervisors perform professional level work and oversee a large communication center that provides 24 hours coverage through subordinate shift leads. Duties include performing the administrative work associated with the operation of the center, training staff, preparing statistical reports, ensuring personnel are complying with all operating policies and procedures, and providing system security for various law enforcement networks.

As a job class that performs professional work and has supervisory authority over technical staff, this job class was primarily compared to the Emergency Management Specialist I (14), Emergency Management Specialist II (16) and the State Logistics Coordinator at Range (16).

When comparing the Emergency Management Specialist to the Emergency Dispatch Supervisor using the eight classification factors, alignment emerges higher than a Range 14 given the scope of recommendations, decisions, commitments, and consequence of error; and the nature and extent of supervision received. This is further supported in the supervision exercised by the Emergency Dispatch Supervisor in that some of the positions it supervises are aligned at a Range 14.

The Emergency Management Specialist II and the State Logistics Coordinator align better to the Emergency Dispatch Supervisor regarding the supervision. Initial analysis indicated a concern given the scope of authority of the two comparable job classes; one statewide and one at the division level. However, when compared to the nature variety and complexity of the decisions made and the frequency of their occurrence, the Emergency Dispatcher Supervisor is comparable and alignment is indicated at Range 16.

Conclusions:

The Radio Dispatcher I job class is abolished. The Radio Dispatcher II and III job classes were retitled to Emergency Services Dispatcher I and II and the series definition, definition, distinguishing characteristics, examples of duties, and minimum qualifications were updated.

The Communication Center Supervisor was retitled to Emergency Dispatch Supervisor and the job class definition, distinguishing characteristics, and examples of duties were updated.

All three of the examined job classes remain part of the PD04 job family.

Salary alignment for the Emergency Services Dispatchers (I/II) and Emergency Dispatch Supervisor was increased and are now aligned as:

	From	To
Emergency Services Dispatcher I: Class Code: PD0442 AKPAY code: P1115	Range 12	Range 13
Emergency Services Dispatcher II: Class Code: PD0443 AKPAY code: P1118	Range 13	Range 14
Emergency Dispatch Supervisor: Class Code: PD0450 AKPAY code: P1120	Range 14	Range 16

Emergency Services Dispatcher I and II are not overtime exempt under the Fair Labor Standards Act and are eligible for overtime.

Emergency Dispatch Supervisors are overtime exempt under the Fair Labors Standards Act under the executive exemption and are not eligible for overtime.

The revised job classes and allocations of positions are effective January 16, 2013.

Correspondence on the allocation of study positions is being distributed through the OPD system.

Attachments:

Final class specification(s)
Allocation Spreadsheet

cc: Keith Mallard, Director
Division of Alaska State Troopers
Department of Public Safety

Jeff Hoover, Director
Division of Administrative Services
Department of Public Safety

Matt Leveque, Major, Alaska State Troopers
Department of Public Safety

Cheri Cadiente, Special Assistant to the Commissioner II
Department of Public Safety

Brittany Patzke, Human Resource Specialist II
Department of Public Safety

Steven Hatter, Deputy Commissioner
Department of Transportation

Mary Siroky, Division Director
Department of Transportation and Public Facilities

Sherilyn Knight, Human Resource Manager I
Department of Transportation and Public Facilities

Ben Ellis, Division Director
Department of Natural Resources

Jeanmarie Davis, Division Director
Department of Natural Resources

Fabienne Peter-Contesse, Division Operations Manager
Department of Natural Resources

Pam Keane, Human Resource Specialist II
Department of Natural Resources