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STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management

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MEMORANDUM
HR# 42-24

October 31, 2024

TO: DHRM Listserv Recipients

FROM: Bachera Washington, Administrator *Bachera Washington*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – COMMUNICATIONS CALL
TAKER SERIES

Attached are revised proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Deputy Administrator Keisha I. Harris at kiharris@admin.nv.gov no later than December 17, 2024.

If no written objections are received in this office by December 17, 2024, action will be taken to effect the changes, and a report will be made to the Human Resources Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #01-25
Posting Expires: December 17, 2024

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
	New			11.125	<i>Senior Communications Call Taker</i>	29	F
	New			11.127	<i>Communications Call Taker</i>	27	F

Basis for Recommendation

At the request of the Department of Public Safety, Investigations Division and in coordination with Subject Matter Experts from the Division of Human Resource Management, it is recommended that a new series be created titled Senior/Communications Call Taker to reflect the duties and responsibilities of individuals that receive, analyze, disseminate, and follow-up on information from individuals who wish to report any dangerous, violent, or unlawful activity and/or who provide direct support to their assigned agencies.

Positions in this series will provide emergency and non-emergency dispatch support to federal, State and other governmental agencies; respond to routine telephone calls and extract pertinent information; communicate with youth, K-12 students, members of the public, law enforcement, government officials and other authorized individuals; determine which information resource to access for expediency and situational relevance; interpret information received and transmitted and route to authorized individuals; enter, retrieve, and edit data; ensure accurate storage of the system's activities. Generate and prepare accurate detailed narratives based on caller's report; monitor electronic messages and notifications from criminal justice agencies; determine the validity and eligibility of requests; forward information to appropriate authorities; provide rejection notices to the requesting agencies as required; assess appropriate information resources. Review warrant documents to determine eligibility to be placed into federal and State systems; determine if cautions are valid and necessary by researching criminal history; validate warrants; research identified changes and make conforming changes to the warrant record as needed; investigate and resolve warrant related issues. Respond to public records requests and subpoenas; determine if request meets federal and State laws, regulations and policy; disseminate information as required; provide courtroom testimony or deposition pursuant to information provided in a subpoena request. Generate and prepare narrative and statistical reports related to activities; identify anomalies and provide recommendations to resolve problems; communicate directly with partnering State agencies to ensure consensus of resolution approval; communicate with partnering personnel for efficient transition of communication with caller's and/or resource entities; maintain confidentiality of conversations and communications.

- 1) *Senior Communications Call Takers, 11.127, grade 29*: Under limited supervision, incumbents, in addition to performing duties described in the series concept, function as a lead worker over Communications Call Taker I positions by assigning and reviewing work and providing training and may function as a supervisor as needed to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline as needed. Incumbents research, develop and deliver analytical, narrative and statistical reports to management; develop and implement standardized procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee file maintenance, supply and inventory control; and may assist management in developing, reviewing, and implementing policies for the work unit. This is the advanced journey level in the series.
- 2) *Communications Call Takers, 11.127, grade 27*: Under general supervision, incumbents perform duties described in the series concept. This is the journey level in the series.

In reviewing the job duties, it was determined the class aligns with the Occupational Group 11, Regulatory & Public Safety, Subgroup A, Law Enforcement Support Services. The EEO Administrator assigned an EEO-4 code of "F" Administrative Support which are occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork in an office and includes dispatchers, telephone operators, and kindred workers. The grade comparison determination utilized the existing class specifications, as well as positions that currently perform the duties detailed in the new class specification as the duties are closely related or adjacent to the Administrative Assistant IV, 2.210, grade 29 and Administrative Assistant III, 2.211, grade 27 classes.

Throughout the development of the new class specification, management, and staff within DPS and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the new class specification.

Note: This is a new class specification.

Changes to the class specification are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 515 East Musser Street; in Las Vegas, go to 7251 Amigo Street, Suite 120. You may also view the recommendations and specifications online at https://hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/ . For additional information call (775) 684-0137.

Objections to the proposed new classification must be received in writing by December 17, 2024.

Objections should be addressed to Keisha I Harris, Deputy Administrator, Compensation and Classification Section of the Division of Human Resource Management, 515 East Musser Street, Carson City, Nevada 89701-4298.

POSTING DATE: October 31, 2024



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<i>SENIOR COMMUNICATIONS CALL TAKER</i>	29	F	11.125
<i>COMMUNICATIONS CALL TAKER</i>	27	F	11.127

SERIES CONCEPT

Communications Call Takers process incoming emergency and non-emergency information received through telecommunication and online systems, supply and input information into appropriate systems, and communicate the information to the appropriate entities.

Provide emergency and/or non-emergency dispatch support to federal, State and other governmental agencies; respond to routine and life threatening telephone calls and extract pertinent information; coordinate communications with youth, K-12 students, members of the public, law enforcement, government and school officials, community groups and other authorized individuals, and the general public; relay specialized and sensitive information which impacts programs and activities; defuse irate callers; determine which information resource to access for expediency and situational relevance; interpret information received and transmit and route to authorized individuals; enter, retrieve, and edit data; ensure accurate storage of the system's activities.

Receive anonymous reports about dangerous, violent, or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; provide reports to appropriate State or local public safety agencies and to school administrators about dangerous, violent or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; ensure program activities conform to established goals and policies; ensure the confidentiality of any record or information associated with anonymous reports.

Gather information necessary to determine the validity of a report and the severity of any threat; generate and prepare accurate detailed narratives based on caller's report; monitor electronic messages and notifications from criminal justice agencies; determine the validity and eligibility of requests; forward information to appropriate authorities; provide rejection notices to the requesting agencies as required; assess appropriate information resources.

Determine which persons and organizations in the community, including, without limitation, a provider of mental health services which is operated by a state or local agency, that could be made available to assist pupils and staff in recovering from a crisis, emergency or suicide.

Review warrant documents to determine eligibility to be placed into federal and State systems; determine if cautions are valid and necessary by researching criminal history; validate warrants; research identified changes and make conforming changes to the warrant record as needed; investigate and resolve warrant related issues.

Respond to public records requests and subpoenas; determine if request meets federal and State laws, regulations and policy; disseminate information as required; provide courtroom testimony or deposition pursuant to information provided in a subpoena request.

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SERIES CONCEPT (cont'd)

Generate and prepare narrative and statistical reports related to activities and outcomes; identify anomalies and provide recommendations to resolve problems; communicate directly with partnering State agencies to ensure consensus of resolution approval; communicate with partnering personnel for efficient transition of communication with callers and/or resource entities; maintain confidentiality of conversations and communications.

Implement standardized procedures for emergency and non-emergency tracking and monitoring the outcome of reports received; interpret and explain program policies, regulations, and requirements.

Perform related duties as assigned.

CLASS CONCEPT

Senior Communications Call Taker: *Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and may function as a lead worker over Communications Call Taker positions by assigning and reviewing work and providing training or may function as a supervisor to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline.*

Incumbents research, develop and deliver analytical, narrative and statistical reports to management; develop and implement standardized procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee file maintenance, supply and inventory control; and may assist management in developing, reviewing, and implementing policies for the work unit.

Communications Call Taker: *Under limited supervision, incumbents perform all or part of the duties and responsibilities described in the series concept.*

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances. These positions will be identified at the time of recruitment.*
- * Some positions require a State of Nevada/FBI background check.*
- * Some positions require a pre-employment criminal history check and fingerprinting.*
- * Some applicants must meet the minimum typing speed established by the agency at the time of recruitment.*

INFORMATIONAL NOTES:

- * Pursuant to NRS 432.100, some positions may require a State of Nevada, Division of Child & Family Services Child Abuse & Neglect Central Registry Check.*
- * Some positions may require working a swing and/or graveyard shift, weekends, and/or holidays.*

SENIOR COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: *Graduation from high school or equivalent education and one year of experience providing emergency and/or nonemergency dispatch support as described in the series*

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MINIMUM QUALIFICATIONS (cont'd)

SENIOR COMMUNICATIONS CALL TAKER (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

concept; **OR** one year of experience as a Communications Call Taker in Nevada State service; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: security, confidentiality, and privacy regulations; functions and communications procedures of other entities served by the communications center. General knowledge of: agency policies, procedures, and programs; common office procedures for reports and records; criminal justice information systems. Skill in: managing a high volume of telecommunication calls and online communications; responding appropriately to emergencies. Ability to: establish and maintain effective working relationships; handle a large volume of telephone and online communications; work independently and follow through on assignments with minimal direction; efficiently and accurately respond to telephone calls and online communications; recognize life safety situations and take appropriate action; and all knowledge, skills, and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

General knowledge of: agency mission, functions, programs, activities, and operating policies; policy and procedure development. Ability to: assign and review work; provide training.

COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: standard office practices and procedures; arithmetic to produce accurate information; telephone etiquette. Skill in: working with individuals with mental health and/or substance use disorders. Ability to: perform routine dispatch and communications activities; interact efficiently and tactfully with the public, school officials, and law enforcement; read and interpret maps; respond to a variety of information requests; understand and carry out verbal and written instructions; maintain files and records; receive and transmit information precisely and promptly; work as part of a team; establish and maintain effective working relationships with employees, other agencies, and the general public; speak clearly and distinctly using correct English, both verbal and written; communicate and engage effectively with individuals of varied backgrounds, trauma experiences, cultures, education level to include youth, and socio-economic status; work with frequent interruptions and distractions; remain calm, professional, and clear headed during escalated situations; make decisions, think critically, and problem solve; operate computers and related software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Senior Communications Call Taker.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

11.125 11.127

ESTABLISHED: 12/17/24UC 12/17/24UC