



Regular Meeting Notice/Agenda

The Civil Service Commission

9:30 AM – August 18, 2026

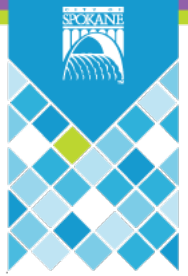
NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on August 18, 2026, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, August 17, 2026) so the Commission can make arrangements for you to participate telephonically at the meeting.

Dated this 11th day of August 2026.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Debbie DeCorde at 509.625.6373, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or ddecorde@spokanecity.org. Persons who are deaf or hard of hearing may contact Human Resources through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



Agenda

Regular Meeting of the Civil Service Commission

9:30 AM – August 18, 2026

City Hall – City Council Chambers – Lower Level
808. W Spokane Falls Blvd., Spokane, WA 99201

1. CALL TO ORDER/ROLL CALL
2. APPROVAL OF MINUTES
 - a. July 21, 2026, Minutes (pg. 3)
3. CHIEF EXAMINER UPDATE
4. NEW BUSINESS
 - a. Resolutions 2026-11 & 2026-12: Classifications Actions (pg. 5)
5. OTHER BUSINESS
6. ADJOURN

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Minutes

Regular Meeting of the Civil Service Commission

July 21, 2026

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am. All commissioners were present except for Commission Stratton, who has an excused absence.

The Chief Examiner requested to amend Agenda item 4a: Classification Actions to include SPN 019 Report Specialist.

MOTION: I move to amend the agenda to include classification 4a to add SPN 019 Report Specialist.

Palmerton/Hult: Motion passed unanimously

2. APPROVAL OF MINUTES

- a. June 16, 2026, Minutes

MOTION: Move to adopt, accept.

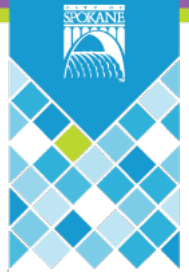
Palmerton/Hult: Motion passed unanimously

Joe Cavanaugh, President of Local 270, approached the dais to provide comments regarding the minutes. Local 270 is on the record in support of the Training Coordinator position as it is now and the classification is working well in the Water department. There is a need for a lower-level classification for training on trucks.

3. CHIEF EXAMINER UPDATE

Chief Examiner Myers gave updates on Civil Service.

- a. Firefighter testing is wrapping up on the 27th of July. The recruitment for Firefighter will reopen in late spring of 2027.
- b. Chief Examiner Myers reminded the commissioners to complete their open public meeting training.
- c. Appeal update: The special meeting date of July 28th will not work for all parties. The appeal will proceed on September 15th. Chief Examiner Myers then handed it over to Margaret Harrington, legal counsel for the Civil Service Commission.
- d. Ms. Harrington announced her retirement, effective August 21st.
- e. Chief Examiner Myers then provided an update and answered questions on Emergency Communications and the creation of SUN 911 classifications.



- f. Mr. Cavanaugh provided comments and answered questions on Local 270's perspective on Emergency Communications and the creation of SUN 911 classifications.
- g. Shane Skipworth, Vice President of Local 29, approached the dais to provide comment. He introduced himself and shared Local 29's perspective on Emergency Communications and the creation of SUN 911 classifications.

Allison Adam, Human Resources Director, approached the dais to provide comment. She will encourage Maggie Yates or Stephen Williams to attend the next meeting to address the concerns brought in before the commission.

4. NEW BUSINESS

- a. Resolution 2026-10: Classification Actions
MOTION: Move to adopt.
Palmerton/Hult: Motion passed unanimously

5. OTHER BUSINESS

- a. Mr. Cavanaugh provided additional comments about the need for a lower-level training specialist that can provide basic, hands-on training.

6. ADJOURN

MOTION: So moved.
Hult/Palmerton: Motion passed unanimously
Meeting adjourned at 10:03 am.

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Item 4a – Resolutions 2026-11 & 2026-12 – Classification Action

Background

This month we present four job classifications for adoption and one for title change.

2026-11

SPN 276 Emergency Communications Training & Quality Specialist is a new classification for the new Emergency Communications (SUN 911) department. The department and Local 270 concur with this new job class.

SPN 019 Report Specialist is a new classification for the new Emergency Communications (SUN 911) department. The department and Local 270 concur with this new job class.

SPN 277 Emergency Communications Call Taker I is a new classification for the new Emergency Communications (SUN 911) department. The department and Local 270 concur with this new job class.

SPN 278 Emergency Communications Call Taker II is a new classification for the new Emergency Communications (SUN 911) department. The department and Local 270 concur with this new job class.

2026-12

SPN 117 is currently the Accounting System Administrator job class. Management asked to refocus the job class on the duties of its sole incumbent and retitle the job class to Payroll Manager. This requested revision has the concurrence of the Director of Accounting and the M&P bargaining unit.

SPN Title

276 Emergency Communications Training & Quality Specialist

019 Report Specialist

277 Emergency Communications Call Taker I

288 Emergency Communications Call Taker II

117 Payroll Manager

Recommendation

Staff recommends adoption of classification resolutions **2026-11** and **2026-12**.

Attachments:

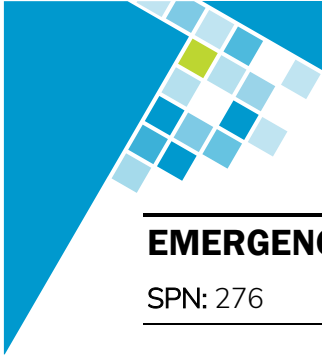
SPN 276 – Emergency Communications Training & Quality Specialist

SPN 019 – Report Specialist

SPN 277 – Emergency Communications Call Taker I

SPN 288 – Emergency Communications Call Taker II

SPN 117 – Payroll Manager



EMERGENCY COMMUNICATIONS TRAINING AND QUALITY SPECIALIST

SPN: 276

Bargaining Unit: Local 270

Effective Date: tbd

Class Summary

Responsible for new hire and ongoing training and quality assurance of 911 Emergency Communications Call Takers and Dispatchers. Work is performed under general supervision within the framework of established policies and procedures. Effectively communicates with internal and external stakeholders to obtain and provide accurate information. Duties may include irregular working hours, including some evening, weekend, and/or holiday work.

Class Characteristics

This position executes the Emergency Communications Training and Quality Assurance programs. Is responsible for facilitation and delivery of Emergency Communications training and quality assurance scoring of calls, radio traffic, and system notations. Job responsibilities involve program facilitation of training plans, curriculum and courses of study, and program reporting and records maintenance. The successful candidate will exercise considerable discretion, initiative and independence to accomplish program goals and objectives. Building strong professional relationships and ongoing trust with Dispatchers, Call Takers, Supervisors and other Agency staff is critical to overall program success.

Supervision Received and Exercised

Duties are performed under general direction, with only occasional instruction or assistance, such as when new or unusual situations arise. Exercises no direct supervision of employees, but employee acts as a mentor and provides training to staff.

Examples of Job Functions

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Conducts quality assurance reviews, administers training, and otherwise support the center's professional development and performance improvement.
- Deliver new hire training utilizing varied delivery methods that prepares all new hires for success following new hire training.
- Conduct quality assurance audits on calls, radio traffic, chats, and systems, ensuring compliance with policies, guidelines, and best practices.
- Executes training and quality programs for Emergency Communications, ensuring compliance with applicable laws, policies, guidelines, and best practices.
- Help respond to open records requests by collecting audio and transcripts.
- Track and analyze staff errors, questions, and needs. Identify trends and work to resolve common quality and training issues.
- Develop staff through training, coaching, and mentoring to improve outcomes.
- Performs related work as required.

Competencies

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Training & Developing Others:** Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor. Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
- **Quality Assurance:** The principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements, standards and reliability used to ensure that a project system or product fulfills requirements and standards.
- **Interpersonal Skills:** Establish and maintain effective working relationships with internal and external contacts. Handle sensitive and stressful situations with tact and diplomacy.
- **Organizational Awareness:** Learn and utilize current knowledge of pertinent local, State, and Federal laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Leadership:** Influences, motivates, and challenges others; adapts leadership styles to a variety of situations
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job.
- **Attention to Detail:** Is thorough when performing work and attending to detail.

Typical Equipment Used

- Computer with Computer Aided Dispatch (CAD) systems, recording systems, and related software
- Multi-line telephone system
- General Office Equipment

Physical Demands

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

Work Environment

Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt, and dust. The incumbent's typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may include irregular working hours, including some evening, weekend, and/or holiday work.

Minimum Qualifications

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- **Education:** Completion of two years of college (90 quarter credit hours or 60 semester credit hours) to include college level English; AND
- **Experience:** Two years of call center training experience OR four years of dispatching experience with a public safety agency.

Background Check:

- All applicants are subject to a thorough background investigation, including but not limited to criminal history.

Licenses and Certifications:

- Individuals in this classification must obtain and maintain all required certifications in approved emergency communications protocols and software to include: the Washington State Public Safety Telecommunicator certification, Emergency Dispatch certification, ED-Q certification, and ACCESS II certification.

Note: Certification and training is paid for by the City of Spokane.

Appendix

- Pay Range: Click or tap here to enter text.
- EEO-4: Choose an item.
- SOC: Click or tap here to enter text.
- Spec Adopted: Click or tap here to enter text.
- Spec Reviewed: Click or tap here to enter text.
- Spec Revised: Click or tap here to enter text.



REPORT SPECIALIST

SPN: 019

Bargaining Unit: Local 270

Effective Date: TBD

Class Summary

Writes non-emergency police reports on behalf of local law enforcement agencies, which involves producing reports, interviewing citizens, , and related duties. Work requires long periods of mental focus with attention to detail and strong writing skills.

Class Characteristics

This is an entry-level clerical classification in civilian law enforcement administrative support, distinguished by primary duties in report writing and processing and follow-up interaction with citizens on the telephone.

Supervision Received and Exercised

Work is performed under general supervision, with questionable cases referred to the supervisor. Employees exercise no supervision of others.

Examples of Job Functions

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Processes online reports based on established policies and procedures.
- Ensures non-emergency nature of reports: non-violent and not currently occurring.
- Gathers sensitive or complex information – some of which may be disturbing - through interviews with callers, and accurately documents the information received in the law enforcement records system.
- May be required to testify in court regarding information obtained through interviews and reports.
- Guides customers in using online reporting; reviews and processes online reports, including follow-up calls as needed.
- Assists individuals who require interpreters.
- Answers general inquiries about incident reporting.
- Organizes and maintains accurate records and required documentation.
- Maintains strict discretion with confidential and sensitive information.
- Fully trained employees will assist in training other staff members.
- Performs related work as required.

Competencies

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Attention to Detail:** Ensures that information is complete and accurate.
- **Clerical Skills:** Accurate keyboarding, data entry, and clerical organizational skills.
- **Computer Skills:** Proficiency with computers, software applications, databases, and automated systems used to research, retrieve, and enter data.

- **Customer Service:** Effectively deals with the public and City personnel by assisting others courteously and ensuring full understanding.
- **Discretion:** Maintains appropriate confidentiality of data and sensitive information.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Office Technology:** Uses standard business equipment and modern communications technology efficiently and effectively.
- **Oral Communication:** Makes clear and convincing statements. Actively listens to others and responds appropriately. Speaks clearly and with adequate volume.
- **Organizational Awareness:** Maintains current knowledge of department policies and procedures and laws governing criminal justice related reporting requirements.
- **Public Safety:** Basic knowledge of public safety techniques, practices, and procedures.
- **Reading:** Understands written material, including rules, regulations, instructions, reports, etc.
- **Self-Management:** Displays initiative, effort, reliability, and commitment towards work attendance and completion of assignments in a timely manner; works with minimal supervision; demonstrates responsible behavior and follows regulations, policies, and procedures.
- **Written Communication:** Recognizes and uses correct English grammar, punctuation, and spelling. Summarizes information into readable reports with a strong vocabulary. Prepares written documents appropriate for the intended audience.

Typical Equipment Used

Personal computer, office productivity software, specialized software applications and databases, telephone, audio recording equipment, and other general office equipment.

Physical Demands

This is primarily a sedentary office classification involving sitting or standing for extended periods of time. Repetitive arm-hand movements and finger dexterity are needed to write, access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Must possess vision to read computer screens and printed materials, including fine print; hearing and speech to communicate in person and over the telephone; accurate typing at 30 net words per minute while listening and conversing with others simultaneously; and occasionally lift, carry, push, and pull objects weighing up to 15 pounds. Ability to drive a motor vehicle is required.

Work Environment

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Frequent interaction with internal and external contacts is required. Some work involves exposure to distressed callers and disturbing subject matter.

Minimum Qualifications

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- **Education:** Graduation from high school, vocational school, or equivalent.
- **Experience:** Six months of customer service experience where a significant portion of the work included using a computer to enter and retrieve data.
- **Skill:** Ability to type at the rate of 30 net words per minute (150 keystrokes).

Licenses and Certifications:

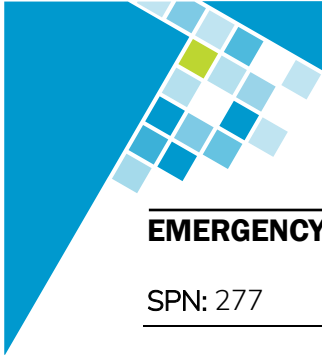
- Must obtain ACCESS II (A Central Computerized Enforcement Service System) certification within the probationary period.

Promotional Requirements:

- **Experience:** One year with the City as an Office Clerk Assistant, Office Clerk Specialist, Customer Service Assistant, or Customer Service Specialist.

Appendix

- Pay Range: TBD
- EEO-4: Choose an item.
- SOC: Click or tap here to enter text.
- Spec Adopted: TBD
- Spec Reviewed:
- Spec Revised:



EMERGENCY COMMUNICATIONS CALL TAKER I

SPN: 277

Bargaining Unit: Local 270-PD

Effective Date: 7/2026

Class Summary

Receives, processes, and relays requests received through the 9-1-1 and non-emergency crime reporting systems. Uses knowledge that is acquired through formal training or extensive on-the-job experience to provide information or assistance for the proper response. Applies professional communication techniques with internal and external contacts, including individuals who may be experiencing a crisis, facing communication barriers, or irate. Duties are sedentary in nature and performed in an office environment. This work will be performed in a 24/7 operation, including evenings, weekends, and holidays and may be subject to callback during an emergency.

Class Characteristics

Under supervision, incumbents learn and perform routine answering of telephone calls for non-emergency services through an enhanced 911 system and non-emergency crime reporting systems. Work fits an established structure or pattern, and exceptions or changes in procedures are explained in detail as they arise. The Emergency Communications Call Taker I is distinguished from the Emergency Communications Call Taker II, who answer and process emergency calls for Police, Fire, and emergency medical services.

Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of employees.

Examples of Job Functions

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Answers, prioritizes, and routes incoming telephone calls and text messages for non-emergency services.
- Receives and evaluates non-emergency calls, determines the nature of the request, and forwards reports or information to the appropriate personnel for follow-up.
- Determines and verifies the location of the reported incident using automated identification and location systems, and other available resources.
- Questions callers to obtain information about the specific type of reported incident using established policy and procedures. Enters information including details about the caller and incident into a computer-aided dispatch (CAD) system and other software applications.
- Takes follow-up actions to disconnected calls to ensure proper response.
- Performs related work as required.

Competencies

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Attention to Detail:** Is thorough when performing work and attending to detail.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Customer Service:** Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available services; is committed to providing quality services.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.
- **Interpersonal Skills:** Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations.
- **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- **Memory:** Recalls information that has been presented or observed previously.
- **Oral Communication:** Expresses information effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Learns and utilizes current knowledge of pertinent local, State, and Federal laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job.

Typical Equipment Used

Computer workstations using Computer Aided Dispatch (CAD), and associated software, multi-line telephone systems, and other general office equipment.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, keyboard, mouse, and headset; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

Work Environment

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Duties will require day, evening, night, weekend, and holiday work. Employees have frequent telephone interactions with upset public to fulfill the job duties.

As part of the department's Next Generation 911 system, employees may receive photos, videos, or live-streams depicting accidents, crimes, medical, or other emergencies. These materials may contain graphic or emotionally distressing content. Employees must be able to process such information calmly and maintain professional composure while coordinating emergency response.

Minimum Qualifications

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- **Education:** High school diploma or equivalent.
- **Experience:** No previous experience is required.

Background Check:

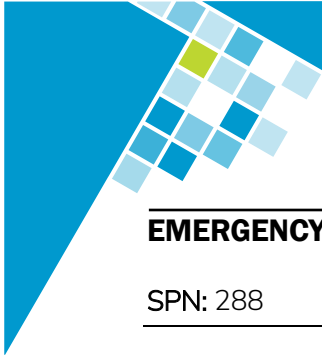
- All applicants are subject to a thorough background investigation, including but not limited to criminal history.

Certifications:

- Individuals in this classification are required to obtain the Washington State Public Safety Telecommunicator certification during the initial training period and to maintain the certification throughout employment. Certification and training is provided by the City of Spokane.

Appendix

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- Spec Revised: Click or tap here to enter text.



EMERGENCY COMMUNICATIONS CALL TAKER II

SPN: 288

Bargaining Unit: Local 270-PD

Effective Date: 7/2026

Class Summary

Receives, processes, and relays requests received through the 9-1-1 system for police, fire, or emergency medical services. Uses knowledge that is acquired through formal training or extensive on-the-job experience to provide information or assistance for the proper response to emergency situations. Applies professional communication techniques with internal and external contacts, including individuals who may be experiencing a crisis, facing communication barriers, or irate. Duties are sedentary in nature and performed in an office environment. This work will be performed in a 24/7 operation, including evenings, weekends, and holidays and may be subject to callback during an emergency.

Class Characteristics

Under supervision, incumbents learn and perform routine answering of telephone calls for emergency police, fire or medical services through an enhanced 911 system. Work fits an established structure or pattern, and exceptions or changes in procedures are explained in detail as they arise. The Emergency Communications Call Taker II is distinguished from the Emergency Communications Call Taker I, who answer only non-emergency calls. The Emergency Communications Call Taker II is distinguished from emergency radio dispatchers, who perform emergency dispatch work, dispatching, operating, and monitoring radio communications with police, fire and emergency medical services.

Supervision Received and Exercised

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of employees.

Examples of Job Functions

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Answers, prioritizes, and routes incoming telephone calls and text messages for emergency services.
- Determines and verifies the location of the emergency incident using automated identification and location systems, and other available resources.
- Questions callers to obtain information about the specific type of emergency using established policy and procedures. Enters information including details about the caller and incident into a computer-aided dispatch (CAD) system and other software applications.
- Performs emergency medical triage using established policy and procedures.
- Retrieves information from state and national crime information systems. Performs queries in the computerized crime information system.
- Takes follow-up actions to disconnected calls to ensure proper emergency response.
- Performs related work as required.

Competencies

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Attention to Detail:** Is thorough when performing work and attending to detail.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Customer Service:** Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available services; is committed to providing quality services.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.
- **Interpersonal Skills:** Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations.
- **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- **Memory:** Recalls information that has been presented or observed previously.
- **Oral Communication:** Expresses information effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Learns and utilizes current knowledge of pertinent local, State, and Federal laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job.

Typical Equipment Used

Computer workstations using Computer Aided Dispatch (CAD), and associated software, multi-line telephone systems, and other general office equipment.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, keyboard, mouse, and headset; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

Work Environment

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Duties will require day, evening, night, weekend, and holiday work. Employees have frequent telephone interactions with upset public to fulfill the job duties.

As part of the department's Next Generation 911 system, employees may receive photos, videos, or live-streams depicting accidents, crimes, medical, or other emergencies. These materials may contain graphic or emotionally distressing content. Employees must be able to process such information calmly and maintain professional composure while coordinating emergency response.

Minimum Qualifications

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- **Education:** High school diploma or equivalent.
- **Experience:** One year of call center or customer service experience with computer input as the primary office tool.

Background Check:

- All applicants are subject to a thorough background investigation, including but not limited to criminal history.

Certifications:

- Individuals in this classification are required to obtain the Washington State Public Safety Telecommunicator certification during the initial training period and to maintain the certification throughout employment. Certification and training is provided by the City of Spokane.
- Individuals must obtain and maintain certification in approved emergency dispatch protocols prior to handling emergency calls. Certification and training is provided by the City of Spokane.

Appendix

- Pay Range: Click or tap here to enter text.
- EEO-4: Choose an item.
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- Spec Revised: Click or tap here to enter text.



PAYROLL MANAGER

SPN: 117

Bargaining Unit: M&P-B

Effective Date: **TBD**

Class Summary

Administers the City's central payroll function and guides management in financial decision making. Ensures compliance with fiscal rules and policies in accordance with federal, state, and local laws and bargaining unit contracts. Area of focus includes payroll functions such as time and labor and absence management.

Class Characteristics

The Payroll Manager oversees and supports payroll-related human resources management system (HRMS) functions, initiatives, and programs, and may support multiple client groups within the organization or conduct special projects with citywide impact. Incumbents are responsible for providing professional support to management. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives. The Payroll Manager is distinguished from the Accounting Manager by the specialized knowledge and experience required to manage the City's central payroll function.

Supervision Received and Exercised

Receives general direction from assigned supervisory or management personnel. Supervises professional accountants and support staff, and provides training and functional direction to payroll staff in City departments.

Examples of Job Functions

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Administers Citywide payroll HRMS functions and works as a liaison with IT and application vendors to manage program applications. Troubleshoots reports and databases, reconciles reporting errors, and makes recommendations within the highest levels of government in guiding decision making.
- Ensures that employee payroll deductions including taxes, court-ordered deductions, benefits, and deferred compensation are accurately processed and remitted to the correct destinations.
- Reports and files payroll information and taxes with other governmental agencies, and prepares and distributes W-2 forms to all employees.
- Designs and directs special HRMS projects that target payroll transactions, and researches and analyzes system issues. Tests and evaluates reporting for outcomes and efficiencies; streamlines processes, establishes processes and protocols, and performs complex financial calculations.
- Develops policies and procedures that affect payroll administration. Ensures operational units comply with reporting requirements and maintains fiscal accountability with regard to rules, regulations, contracts, policies, and procedures.
- Designs and directs systems configurations for payroll HRMS, including the customization of applications and modules, querying reports, ensuring data integrity, troubleshooting,

researching, and implementing solutions, administering security authorizations, and communicating and training staff on systems changes and report processes.

- Audits and corrects departmental payroll entries and employee paychecks, and recommends corrective actions or processes. Works with external auditors to support the annual audit process.
- Supervises, trains, and evaluates subordinate professional and technical employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes.
- Inspects subordinates' work for compliance with standards. Reviews work upon completion for adherence to guidelines and the standards, and provides necessary feedback.
- Trains staff on payroll HRMS functions and processes.
- Researches and reconciles complex discrepancies in journal and accounting transactions, creates reports and compiles supporting documents for corrections, and guides staff and management through corrective actions.
- Provides complex and specialized information and assistance to internal and external stakeholders.
- Reviews new federal, state, and local legislation for its impact on current business processes or operations, and recommends actions to management.
- Performs related duties as assigned.

Competencies

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Accounting:** Accounting practices, principles, procedures, and methods; accounting and tax law specifically related to governmental organizations and payroll functions.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- **Decision Making:** Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative to make a determination, draw conclusions, or solve a problem.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City business, products, and services, and knows the organization's mission and functions.

- **Mathematical Reasoning:** Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Manages all aspects of one or multiple projects through initiating, planning, executing, monitoring, and closing project, complying with established control systems and rules. Monitors processes, progress, and results. Determines objectives, sets priorities, delegates work, and provides others with a clear direction. Works with others towards an agreement that may involve exchanging specific resources or resolving differences.
- **Self-Management:** Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Supervision:** Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to transfer information to audiences with varying levels of technical knowledge.

Typical Equipment Used

Personal computer, associated software, and general office equipment.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to transport a computer laptop from one work location to another.

Work Environment

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Minimum Qualifications

Open-Entry Requirements:

- **Education:** Bachelor's degree in accounting, finance, or business administration.
- **Experience:** Five years of professional experience in payroll administration.
- We accept equivalent combinations of education and experience. We welcome job seekers with relevant backgrounds to apply.

Promotional Requirements:

- **Experience:** Assignment to the City's central payroll function for three years as a Senior Accountant (SPN 111) or five years as an Accountant (SPN 110).

Licenses and Certifications:

- None

Appendix

- Pay Range: M&P-47
- EEO-4: 2 - Professionals
- SOC: 13-2011
- Spec Adopted: 1/2024
- Spec Reviewed:
- Spec Revised: