

Memorandum



To: Mayor and Town Council
From: Linda Gaddy
Date: 7/18/2024
Re: 911 Telecommunicator career ladder program

Human Resources is pleased to give you an update on the previously approved plan to begin a 911 Telecommunicator career ladder program.

Please find the following update and supporting documents.

Policy/plan highlights:

We have created a career plan and steps for Telecommunicators in order to motivate and reward them for acquiring both training and certifications, as well as years of experience as a Telecommunicator in our call center. There are two career paths, one for those who do not desire to become a supervisor, and one for those who would like to progress toward becoming a supervisor.

There are now four levels of telecommunicators (added three) and two levels of supervisors (already existing). The requirements to progress to each and the accompanying pay increase are listed in the policy and in the job descriptions. Note that Telecommunicator III requires that person to be a trainer "CTO" and complete the Training Officer Certification course. This is important because we train many of our new hires ourselves.

Staff apply by submitting a request form and providing proof of training or certification. Because these are new job titles, they needed to be added to the Classification and Pay Plan.

The 911 supervisor is collecting applications and supporting documents from current staff. Those that already qualify for a more advanced position will be reclassified and given the accompanying pay increase in the next few weeks.

We believe that this will provide an incentive to current staff to advance their career with us, and will show that there are career paths available to job seekers.

Linda Gaddy