

**SONOMA COUNTY  
CIVIL SERVICE COMMISSION  
AGENDA**

Patricia Sabo, Chair  
John Hadzess, Vice Chair  
Anthony Withington  
Jerry Dunn

Janell Crane, HR Director  
Spencer Keyword, Deputy HR Director  
Yuka Kamiishi, Executive Assistant

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**Thursday, April 18, 2024  
3:30 PM**

**HR Large Training Room/Virtual**  
575 Administration Drive 117C  
Santa Rosa, CA 95403

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Members of the public can attend, watch, or listen to the meeting using one of the three following methods:

1. **ATTEND IN PERSON:**

Human Resources Large Training Room  
575 Administration Drive, Suite 117C, Santa Rosa, CA 95403  
Limited seating is available for public participants.

2. **WATCH/LISTEN TO MEETING IN ZOOM:**

Participate by computer, tablet, or smartphone application. Go to:  
<https://sonomacounty.zoom.us/j/96665477608?pwd=RINyakkxdUlnZzUxK3VKbTJxekNEUT09>  
Webinar ID: 966 6547 7608  
Passcode: 176761

3. **LISTEN THROUGH ZOOM BY TELEPHONE:**

Dial +1 669 900 9128  
Webinar ID: 966 6547 7608  
Passcode: 176761

Please note the meeting may be recorded for transcription purposes.

**ACCOMODATION REQUEST:** If you need an accommodation or an alternative format to assist you in observing and commenting on this meeting, please contact the Commission Secretary at (707) 565-6195 or by email [yuka.kamiishi@sonoma-county.org](mailto:yuka.kamiishi@sonoma-county.org) prior to 72 hours of the meeting to ensure arrangements for accommodation.

**CIVIL SERVICE COMMISSION AGENDA**  
**April 18, 2024**

**PUBLIC COMMENT:** Public Comment may be made live, in person, in the Commission meeting room. Available time for comments is determined by the Commission Chair based on agenda scheduling demands and the total number of speakers. To guarantee that your comment is received and considered by the Commission, you may attend the meeting in person or submit your comment in writing in advance of the meeting to [yuka.kamiishi@sonoma-county.org](mailto:yuka.kamiishi@sonoma-county.org) before 2:00 PM on the day of the meeting. Please provide your name, the agenda items on which you wish to speak, and your comment in the email. These comments will be emailed to all Civil Service Commission members.

**DURING THE MEETING:** Members of the public who wish to comment may do so according to the following procedure. Commenters will be requested to line up by the podium when the Commission Chair announces Public Comment to commence. Upon completion of a comment, the individual should quietly take a seat or exit the meeting room. No standing unless in the queue to speak or exiting the meeting room. To comment on any subsequent items, this process is to be repeated.

**COMMITMENT TO CIVILITY:** The Civil Service Commission has adopted rules of procedures that include a commitment to civility. To assure civility in its public meetings, the public is encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. Commissioners, County staff, and members of the public are expected to establish and maintain a cordial and respectful atmosphere during discussions and foster meaningful dialogue free of personal attacks. Members of the public must also adhere to the speaking time limit if one is indicated by the Chair.

**MATERIALS:**

Materials related to an item on this Agenda submitted to the Commission after distribution of the agenda packet are available for public inspection in the Human Resources office at below location during normal business hours.

County of Sonoma Human Resources  
575 Administration Drive, Suite 116B  
Santa Rosa, CA 95403

**3:30 P.M. CALL TO ORDER**

- I. **Call to Order**
- II. **Approval of Minutes from March 21, 2024**
- III. **Director's Report**
- IV. **Agenda Items**
  - A. **Commission Meeting Time**  
Spencer Keywood, Deputy Human Resources Director
- V. **Reports**
  - A. **Public Defender I-IV Project Series – Public Defender's Office – New Classification Study Report**  
David Phillips, Human Resources Analyst  
**Recommendation:** Establish the new classifications of Deputy Public Defender I – Project, Public Defender II – Project, Public Defender III – Project, and Public Defender IV – Project, and adopt the respective classification specifications.
- VI. **Appeals**
  - A. **Appeal of a Minimum Qualification Denial – Communications Dispatcher II**
    - a. Jane Loyd, Human Resources Analyst
    - b. Andrew P. Kangas
- VII. **Other Scheduling Matters**
- VIII. **Commissioners Closed Session**
- IX. **Reconvene from Closed Session**
- X. **Commissioners Open Session**
- XI. **Public Comment**

Any member of the public may address the Commission on a matter not listed on the agenda but within the subject matter jurisdiction of the Commission. Please state your name and who you represent, if

## CIVIL SERVICE COMMISSION AGENDA

April 18, 2024

applicable. Comments may be limited to 3 minutes, or as determined at the discretion of the Chair. Under State Law, matters presented during public appearances cannot be discussed or acted upon by the Civil Service Commissioners.

### XII. Adjourn

The next Civil Service Commission meeting will be **Thursday, May 2, 2024** at 3:00 p.m., in the HR Large Training Room at 575 Administration Drive, Suite 117C, Santa Rosa, CA 95403. The Agenda deadline for this meeting is 2:00 p.m., Thursday, April 25, 2024.





DATE: April 18, 2024  
TO: Civil Service Commission  
SUBJECT: Establishing New Project Classifications:

DEPUTY PUBLIC DEFENDER I – PROJECT  
DEPUTY PUBLIC DEFENDER II – PROJECT  
DEPUTY PUBLIC DEFENDER III – PROJECT  
DEPUTY PUBLIC DEFENDER IV– PROJECT

Due to various grant opportunities and work related to those grants, the Public Defender’s office requires attorneys that specialize in specific areas of the law but may not have trial experience. While the associated work is not expected to be ongoing, the duration will be too long for extra-help staffing to be the appropriate solution. Utilizing the existing Deputy Public Defender class series could inadvertently cause a layoff of Deputy Public Defenders who are performing criminal defense trial-related work, the core mission of the office, when the grant assignments end. Therefore, to address these needs, the Public Defender’s office has requested the creation of a limited-duration classification for attorneys performing grant related work. As such, Human Resources has determined that project positions would be the most appropriate solution.

Overall, project classifications are limited in duration with a five-year maximum, which is described in the job specifications, recruitment materials, and at the hiring stage. Employees in project classifications do not accrue seniority relative to employees in permanently allocated positions. At the end of the project term, every effort to mitigate layoffs and find positions for impacted employees is made.

As a result, Human Resources has determined it would be most practical to create project classifications for the Deputy Public Defender series. This will allow the Public Defender’s Office to fill project positions at the appropriate level and provide incumbents the opportunity to alternately promote during the project assignment, if merited. This new project series offers added flexibility to hire additional staff in similar situations in the future.

Therefore, Human Resources staff recommends the Commission establish the new classifications of Deputy Public Defender I – Project, Deputy Public Defender II – Project, Deputy Public Defender III – Project, Deputy Public Defender IV– Project, and that the proposed class specifications be adopted.

David Phillips  
Human Resources Analyst III

## **DEPUTY PUBLIC DEFENDER I - PROJECT**

### **Definition**

Under close supervision, in the Office of the Public Defender, performs the less difficult legal work involving the preparation and presentation of criminal and/or some civil cases before the courts; and performs related duties as required.

### **Distinguishing Characteristics**

The Deputy Public Defender series is flexibly staffed through level IV. Promotion to the next higher level in the series is based upon demonstrated ability and satisfaction of the experience requirement.

This is an entry-level class in the Deputy Public Defender series, allocated to the Office of the Public Defender. Incumbents initially work under the close supervision and guidance of a higher-level deputy on initial assignments. After completing an orientation and training period, incumbents are assigned to cases requiring the application of greater skills, knowledge, and ability in the law with less supervision as experience is gained.

This class is distinguished from the class of Deputy Public Defender II in that the latter is the journey level in the series, and incumbents of that class work under general supervision in exercising and performing required duties.

Work assignments are received from a higher-level deputy, is received from either a Chief Deputy Public Defender, Assistant Public Defender or the Public Defender who reviews work by means of conferences, written directions, and analysis of objectives and results accomplished.

Individuals newly hired or reinstated in the class shall serve a one-year probationary period.

Individuals hired into this class are limited in their employment to a maximum of 60 months from the date that this class is allocated. This is a Civil Service Classification and as such individuals in this class have Civil Service rights, and also receive County benefits where qualified.

### **Typical Duties**

*Duties may include, but are not limited to, the following:*

Investigates, researches, and prepares for trial, and defends before the court criminal and/or some civil cases which are less difficult.

Interprets and applies laws, court decision, and other legal authorities for use in the preparation of cases, opinions, and briefs.

Prepares pleadings and other legal documents in connection with less difficult trials, hearings, and other legal proceedings.

Conducts general legal research using some independent judgment discretion and initiative.

Prepares less complex written legal reports, opinions, briefs, and appeals.

Interviews and advises witnesses in regard to criminal complaints.

May advise the general public on criminal proceedings.

Performs related duties as assigned.

**Knowledge and Abilities**

**Knowledge of:** duties, powers, limitations, and authorities of the Office of the Public Defender; principles of criminal law, principles of trial procedure and rules of evidence; legal research methods and judicial procedures; statutory and constitutional laws of the State of California; written and oral communications, including language mechanics, syntax, and English composition.

**Ability to:** research, analyze, and apply legal principles, facts, evidence, and precedents to legal problems; prepare and present statements of law, fact, and argument clearly, logically, and persuasively in written and oral form; establish and maintain effective working relationships with other staff members, departmental representatives, county officials, the courts, law enforcement agency officials, and the general public; understand and accept differences in human behavior, and cultural and ethnic backgrounds.

**Minimum Qualifications**

**Experience:** None required.

**Professional License:** Current active membership in the State Bar of California.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

## **DEPUTY PUBLIC DEFENDER II - PROJECT**

### **Definition**

Under general supervision, in the Office of the Public Defender, performs legal work of average difficulty involving the preparation and presentation of criminal and/or of civil cases for the courts; and performs related duties as required.

### **Distinguishing Characteristics**

The Deputy Public Defender series is flexibly staffed through level IV. Promotion to the next higher level in the series is based upon demonstrated ability and satisfaction of the experience requirement.

This is the journey-level class in the Deputy Public Defender series, allocated to the Office of the Public Defender.

This class is distinguished from the next lower class of Deputy Public Defender I in that the latter is an entry-level class and requires the incumbent to work under close supervision. It is distinguished from the class of Deputy Public Defender III, which is the advanced working level in the series, which requires the incumbent to use greater independent judgment in performing assigned duties.

Work assignments are received from a higher-level deputy. Supervision is received from either a Chief Deputy Public Defender, Assistant Public Defender, or the Public Defender who reviews work by means of conferences, written directions, and analysis of objectives and results accomplished.

Individuals newly hired or promoted into this classification shall serve a probationary period of one year.

Individuals hired into this class are limited in their employment to a maximum of 60 months from the date that this class is allocated. This is a Civil Service Classification and as such individuals in this class have Civil Service rights, and also receive County benefits where qualified.

### **Typical Duties**

*Duties may include, but are not limited to, the following:*

Investigates, researches, prepares for trial, and tries or defends before the court criminal and/or some civil cases of average difficulty.

Interprets and applies laws, court decision, and other legal authorities for use in the preparation of cases, opinions, and briefs.

Prepares pleadings and other legal documents in connection with trials, hearings, and other legal proceedings.

Conducts legal research using independent judgment, discretion and initiative.

Prepares written legal reports, opinions, briefs and appeals.

Interviews and advises witnesses in regard to criminal complaints.

Advise the general public on criminal proceedings.

Performs related duties as assigned.

### **Knowledge and Abilities**

**Working knowledge of:** the duties, powers, limitations, and authorities of the Office of the Public Defender; the principles of criminal law, principles of trial procedure and rules of evidence; legal research methods and judicial procedures; statutory and constitutional laws of the State of California; written and oral communications, including language mechanics, syntax, and English composition.

**Ability to:** consistently prepare and present statements of law, fact, and argument clearly, logically and persuasively in written and oral form in legal matters; establish and maintain effective working relationships with other staff members, departmental representatives, county officials, the courts, law enforcement agency officials, and the general public; understand and accept differences in human behavior, and cultural and ethnic background.

### **Minimum Qualifications**

**Experience:** Any combination of training and experience which would provide the opportunity to acquire the knowledge and abilities listed. Normally, one year of legal experience practicing as a licensed attorney in a position comparable to a Deputy Public Defender I in Sonoma County; or equivalent experience practicing criminal law as a licensed attorney generally would provide such opportunity.

**Professional License:** Current active membership in the State Bar of California.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

**DEPUTY PUBLIC DEFENDER III - PROJECT****Definition**

Under direction, in the Office of the Public Defender, performs the full range of legal work of above average and more complex difficulty involving the preparation and presentation of criminal and/or some civil cases before the courts; and performs related duties as required.

**Distinguishing Characteristics**

The Deputy Public Defender series is flexibly staffed through level IV. Promotion to the next higher level in the series is based upon demonstrated ability and satisfaction of the experience requirement.

This is the advanced working level in the Public Defender class series, and as such is expected to defend the full range of misdemeanor cases, less serious or complex felony cases, or specialized legal assignments. The Deputy Public Defender III works under direction and is expected to use independent judgment in carrying out assignments. Supervision is received from either a Chief Deputy Public Defender, Assistant Public Defender, or the Public Defender review work by means of conferences, written directions, and analysis of objectives and results.

This class differs from the next lower class of Deputy Public Defender II in that the latter works under closer supervision and is not assigned the range and complexity of cases normally assigned to Deputy Public Defenders III. Deputy Public Defender III differs from Public Defender IV in that the latter is assigned to defend the most serious and complex cases or specialized legal assignments, and/or serves as a division chief or lead attorney coordinating major functional activities and supervises the work of other deputies.

Individuals newly hired or promoted into this classification shall serve a probationary period of one year.

Individuals hired into this class are limited in their employment to a maximum of 60 months from the date that this class is allocated. This is a Civil Service Classification and as such individuals in this class have Civil Service rights, and also receive County benefits where qualified.

**Typical Duties**

*Duties may include, but are not limited to, the following:*

Investigates, researches, prepares for trial, and tries or defends before the court, criminal and/or some civil cases of above average difficulty; and assists less experienced attorneys in matters relative to the Public Defender function.

Interprets and applies laws, court decisions, and other legal authorities for use in the preparation of cases, opinions, and briefs.

Prepares pleadings and other legal documents in connection with trials, hearings, and other legal proceedings.

Conducts general legal research using some independent judgment, discretion, and initiative.

Prepares written legal reports, opinions, briefs, and appeals.

Interviews and advises witnesses in regard to criminal complaints.

Advise the general public on criminal proceedings.

Performs related duties as assigned.

### **Knowledge and Abilities**

**Considerable knowledge of:** the duties, powers, limitations, and authorities of the Office of the Public Defender; the principles of criminal law, principles of trial procedure and rules of evidence; legal research methods and judicial procedures; statutory and constitutional laws of the State of California.

**Ability to:** research, analyze, and apply legal principles, facts, evidence, and precedents to legal problems; consistently prepare and present statements of law, fact, and argument clearly, logically, and persuasively in written and oral form in legal matters; establish and maintain effective working relations with other staff members, departmental representatives, county officials, the courts, law enforcement agency officials, and the general public; understand and accept differences in human behavior, and cultural and ethnic backgrounds.

### **Minimum Qualifications**

**Experience:** Any combination of training and experience, which would provide the opportunity to acquire the knowledge and abilities listed. Normally, two years of legal experience practicing criminal law as a licensed attorney, including one year of experience comparable to the level of Deputy Public Defender II; or equivalent experience with another defense agency would provide such opportunity.

**Professional License:** Current active membership in the State Bar of California.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

## **DEPUTY PUBLIC DEFENDER IV - PROJECT**

### **Definition**

Under direction, in the Office of the Public Defender, performs highly complex legal work involving the preparation and presentation of criminal and/or some civil cases before the court; and performs related duties as required.

### **Distinguishing Characteristics**

The Deputy Public Defender series is flexibly staffed through level IV. Promotion to the next higher level in the series is based upon demonstrated ability, satisfaction of the experience requirement, and department operational needs.

This is the highest and most experienced working level in the Public Defender class series, and as such is expected to defend the full range of cases tried before the Superior Court. Incumbents in this class will be assigned to defend the most serious felony cases in Superior Court including capital cases. Incumbents in this class will also be assigned to perform the most complex and specialized legal work involving detailed knowledge of the law and court procedures for such areas as domestic violence court, drug court, juvenile delinquency defense, dependency hearings, family support defense, and mental health cases. Additionally, some positions in this class may serve as a Division Chief or lead attorney coordinating major functional activities within the office or may be assigned to instruct, advise, assist, and oversee the work of subordinate attorneys, professionals, law clerks, and clerical support staff in the handling of a variety of cases. Work is performed using considerable independent judgment and initiative. Supervision is received from the Public Defender, Assistant Public Defender, or a Chief Deputy Public Defender, who reviews work by means of conferences, written directions, and analysis of objectives and results.

This class differs from the next lower class of Deputy Public Defender III in that the latter is not regularly assigned full time to defend the most complex and serious felonies in Superior Court and does not function as a division chief or lead attorney.

This class differs from Chief Deputy Public Defender in that the latter assists in the overall management of the department, directly supervises staff, and may supervise an organizational unit or special program.

Individuals newly hired or promoted into this classification shall serve a probationary period of one year.

Individuals hired into this class are limited in their employment to a maximum of 60 months from the date that this class is allocated. This is a Civil Service Classification and as such individuals in this class have Civil Service rights, and also receive County benefits where qualified.



### **Typical Duties**

*Duties may include, but are not limited to, the following:*

Investigates, researches, prepare for trial, and defends complex and difficult felony cases, such as robbery, burglary, homicide, rape, narcotics sales, sexually violent predator, civil and other related cases.

Interprets and applies laws, court decision, and other legal authorities for use in the preparation of cases, opinions, briefs, and appeals.

Prepare pleadings and other legal documents in connection with trials, hearings, and other legal proceedings.

Conducts extensive legal research using considerable independent judgment, discretion, and initiative.

Prepares complex written legal reports, opinions, briefs, and appeals.

Interviews and advises witnesses in regard to criminal complaints on complex and difficult cases.

Advises and assists less experienced attorneys, other professionals, law clerk, and technical and clerical support staff in the handling and preparation of cases for trial.

Performs related duties as assigned.

### **Knowledge and Abilities**

**Extensive knowledge of:** the principles of criminal law, principles of trial procedure, and rules of evidence.

**Thorough knowledge of:** the duties, powers, limitations, and authorities of the office of the Public Defender; legal research methods and judicial procedures; statutory and constitutional laws of the State of California; written and oral communications, including language mechanics, syntax and English composition.

**Ability to:** research, analyze and apply legal principles, facts, evidence and precedents to legal problems; consistently prepare and present statements of law, fact and argument clearly, logically and persuasively in written and oral form in all legal matters; establish and maintain effective working relations with other staff members, departmental representatives, county officials, the courts, law enforcement agency officials, and the general public; understand and accept differences in human behavior, and cultural and ethnic backgrounds.

### **Minimum Qualifications**

**Experience:** Any combination of training and experience, which would provide the opportunity to acquire the knowledge and abilities listed. Normally, four years of legal experience practicing criminal law as a licensed attorney, including at least two years experience comparable to the level of a Deputy Public Defender III that includes one year of experience in

the preparation and trial of felony cases; or equivalent experience with another defense agency, would provide such opportunity.

**Professional License:** Current active membership in the State Bar of California.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position

**Special qualifications:** Attendance at California Public Defenders Association (CPDA) Homicide Seminar and California Attorney for Criminal Justice (CACJ)/CPDA Death Penalty Seminar is desirable. Completion of coursework, training or seminars related to the legal defense and understanding of sexually violent predator cases is desirable. Some assignments may require specific training such as the annual CPDA Juvenile Defense Seminar.



March 6, 2024

Andrew Kangas  
193 W. Verano Ave. #106  
Sonoma, CA 95476-5343

Dear Mr. Kangas,

This is in response to your letter received on February 26, 2024, in which you stated that you are appealing the determination that you do not meet the minimum qualifications for the Sheriff's Communications Dispatcher II classification. For reference, attached is a copy of the notice mailed to you, via United States Postal Services, on February 13, 2026, regarding our determination.

Following receipt of your letter, multiple attempts were made to provide additional information and to discuss the County of Sonoma Civil Service application and examination process. Human Resources left voice messages for you on Monday, February 26th, and Thursday, February 29th. As a follow-up to both voice messages, Human Resources also responded via email. For your reference, I have enclosed a copy of Civil Service Rule 4.2, which governs general qualifications for candidates applying for employment with the County of Sonoma. Rule 4.2 C (2) and C (3) state:

"Each candidate shall meet any minimum qualifications established and announced for the class for which he/she applies."

"Each candidate shall possess the skills, knowledge, abilities, and other qualifications necessary to perform the duties of the class."

Per the enclosed Sheriff's Communications Dispatcher II job announcement, the education and experience minimum qualifications of the job classification include:

"Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include graduation from high school or possession of a G.E.D, and one year of dispatch experience in a law enforcement setting comparable to Communications Dispatcher I."

Based on a review of the application you provided, we have determined that you possess the required level of education, as you have either a G.E.D or high school diploma and additional degrees. However, we were unable to determine that you possess one year of dispatch experience in a law enforcement setting comparable to Communications Dispatcher I.

As the Communications Dispatcher series is a multi-tiered, progressive series, the Communications Dispatcher II classification builds upon the knowledge, skills, and abilities of the previous classification as individuals gain experience and expertise. Communications Dispatcher I is the trainee classification in the series, receiving close supervision, and does not exercise independent judgment. They receive on-the-job training in the techniques and procedures of law enforcement dispatching and the operation of communications equipment. Incumbents are taught to handle emergency situations requiring independent judgment. Copies of the I and II level class specifications are enclosed.

The entry-level classification differs from Communications Dispatcher II in that the II level is the journey, or “full working” level. They are a fully qualified dispatcher, able to handle all emergency situations and are expected to exercise discretion and independent judgment in the performance of their assigned duties. They are responsible for receiving and evaluating incoming requests for assistance through varied communication sources, after which they dispatch appropriate emergency personnel and associated resources. In addition to receiving and processing emergency calls, Communications Dispatcher IIs monitor several complex radio frequencies and operate a variety of communications equipment, recording devices, and machines related to information retrieval. They also respond to information requests from personnel in the field, which entails accessing information from several distinct computerized systems, entering information into other computerized systems, and relaying that information. Communications Dispatcher IIs additionally maintain comprehensive files on communications dispatch operations.

To ensure individuals have the necessary skills to perform the journey-level duties of the classification, the Communication Dispatcher II classification requires the following knowledge and abilities:

Working knowledge of: streets, roads, major buildings, and geography of Sonoma County; functions of the Sheriff's Office and other public safety agencies; applicable rules, regulations, and procedures including those of the Federal Communications Commission and their application; communications equipment; data entry techniques and computer operations; techniques for effectively working with members of various ages, ethnicities, and socio-economic groups; standard office practices and procedures, including filing and the operation of standard office equipment.

Ability to: accurately dispatch, coordinate and direct public safety equipment and personnel; speak clearly and concisely in English; operate communications equipment; operate a keyboard; react quickly, efficiently and calmly in an emergency situation, and to adopt an effective course of action; handle inquiries from the public in a courteous and effective manner; interpret rules and regulations to others; understand and follow



complex written and oral instructions; keep records; and work shift schedule, including nights, weekends, and holidays.

According to your application, as an Air Traffic Controller in the US Navy, you possess experience logging aircraft and associated data, using tape recorders, and communicating with pilots. Your stated experience as a Private Investigator included collaborating with law enforcement agencies, using a telephone, and recording information. While the information you provided indicates that you have experience receiving requests for assistance by telephone, operating communications equipment, and responding to requests for information it does not demonstrate that you have one year of experience performing law enforcement dispatch duties in a position equivalent to Communications Dispatcher I, and possess the defined working knowledge of functions of the Sheriff's Office and other public safety agencies; applicable rules, regulations, and procedures including those of the Federal Communications Commission and their application. Therefore, Human Resources has determined that your application materials do not meet the minimum qualifications for the Communications Dispatcher II position.

Your appeal letter also indicated your concerns regarding discrimination. The County of Sonoma takes the topic of discrimination seriously. Our application process is in alignment with the County of Sonoma's Equal Opportunity Policy, and it is designed to eliminate practices, standards, or conditions that could result in discrimination. For your reference, I have enclosed a copy of the Equal Employment Opportunity Policy, Section III, Subsection 1, Nondiscrimination Policy. This policy states:

"The County of Sonoma recognizes that equal employment opportunity may be ensured only by a carefully administered and practiced program designed to eliminate any practices, standards or conditions tending to result in discrimination, harassment, or retaliation and by initiating positive efforts in recruitment, examination, selection, promotion, pay and training procedures to extend equal employment opportunities to all qualified persons without limiting, segregating or classifying employees or applicants for employment in any way which would deprive any individual of employment opportunities or otherwise adversely affect his or her status as an employee because of such individual's race, color, ancestry, national origin, religious creed, belief or grooming, sex (including sexual orientation, gender identity, gender expression, transgender, pregnancy, childbirth, and medical conditions related to pregnancy, childbirth or breast feeding), marital status, age, medical condition, physical or mental disability, genetic information, military or veteran status, or any other legally protected category."

The County of Sonoma encourages applicants and employees to contact the Equal Employment Opportunity (EEO) Unit with their concerns to ensure fair and equal treatment of our workforce. If you believe you have been subjected to discrimination, harassment or retaliation

in violation of the County's EEO Policy, please contact Jennifer Dino, [Jennifer.Dino@sonoma-county.org](mailto:Jennifer.Dino@sonoma-county.org) and/or 1-707-565-2107.

Additional mention was made in your appeal letter of the application of Veteran's Preference. For your reference, I have enclosed a copy of Civil Service Rule 6.4, which governs final examination scores for candidates for employment with the County of Sonoma. Civil Service Rule 6.4 A and A (2) state:

"The names of candidates successful in open examinations shall be placed on open employment lists in the order of their final examination scores, beginning with the highest score, as determined in the following manner:"

"For each candidate who qualifies for Veterans Preference, five Veterans points shall be added to their combined score which shall be used in the certification of eligible candidates in accordance with Rule 7.2A."

Per Civil Service Rules 4.2 and 6.4, we were unable to apply Veteran's Preference points due to your application not meeting minimum qualifications and being ineligible for placement on an employment list. While we will no longer consider your application materials for this Sheriff's Communications Dispatcher II recruitment and we have been unsuccessful in our previous attempts to discuss the County's examination process with you and to address your concerns, we hope that you find this information helpful.

Additionally, each of our recruitments are standalone selection processes. This determination has no bearing on your ability to apply and compete for other positions with the County. If you would like to learn more about the County of Sonoma's application, examination, and selection process, we would like to invite you to attend our Start Here! virtual training class. Please contact me directly or email [careers@sonoma-county.org](mailto:careers@sonoma-county.org) if you would like to be notified of the dates and times that future classes will be held.

In summary, after reviewing your application and appeal materials I have determined your submission was evaluated appropriately and that you do not meet the minimum qualifications for Communications Dispatcher II at this time. Therefore, your appeal is denied. You have the right to appeal this decision before the Civil Service Commission, as described in Civil Service Rule 4.3 (B), a copy of which is enclosed.

Sincerely,



Janell Crane, Human Resources Director  
County of Sonoma

Cc: Jane Loyd, Human Resources Analyst  
Colleen Goetz, Principal Human Resources Analyst

Enclosures: Appeal Letter  
Civil Service Rule 4.2 and 4.3  
Civil Service Rule 6.4  
Communications Dispatcher I Classification Specification  
Communications Dispatcher II Classification Specification  
Sheriff's Communications Dispatcher II Job Announcement  
Sheriff's Communications Dispatcher II Did Not Meet Minimum Qualifications  
Notice  
County of Sonoma Equal Employment Opportunity Policy, Section III, Subsection  
1



Human Resources  
575 Administration Dr. 116B  
Santa Rosa, Ca 95403

2-17-24

I appeal your decision under Civ. Ser. Rule 4.3B, you failed to state in writing exactly what qualification you claim I do not possess.

I am physically and mentally able to do the job.

I am in better physical and mental health than many of the people who are now doing the job.

You violated the law of Due Process by not being specific in writing.

You are illegally discriminating against me, because of my age?

You failed to give me the Veterans Preference.



Andrew Paul Kangas, JD, PhD.  
193 w. Verano Ave  
Sonoma, Ca 95476

RECEIVED

FEB 26 2024

County of Sonoma  
Human Resources



RULE 4  
ANNOUNCEMENTS AND APPLICATIONS

SECTION 4.1            ANNOUNCEMENTS

- A.    The Human Resources Director shall make a public announcement of each class for which a request for examination to fill permanently allocated positions is anticipated. Such announcement shall be made public, in appropriate locations, for a minimum of five working days.
- B.    For each such class, he/she shall prepare and distribute a written bulletin, which shall include the following information:
- (1)    the class title, or class title and working title;
  - (2)    the salary range;
  - (3)    the final filing date, and method of filing applications to comply with such date;
  - (4)    the location(s) at which applications may be filed;
  - (5)    a statement that reference information from prior employers and other background information obtained on a confidential basis will not be made available to applicants;
  - (6)    the minimum qualifications;
  - (7)    a summary of typical duties of the class;
  - (8)    the selection process to include the minimum passing scores, and the weights assigned to different tests;
  - (9)    such other information which may help prospective applicants to understand the nature of the employment and the procedure necessary to participate in the competition.

SECTION 4.2            APPLICATIONS

A. Application Forms

- (1)    The Human Resources Director shall prescribe official application forms to be completed by each applicant for Sonoma County employment. Each completed application form and attachments shall be treated as a confidential record of the Civil Service Commission and shall not, under any circumstances, be returned to the applicant.
- (2)    An outline of the applicant's employment history and relevant personal data shall be included on the application form completed by each applicant for all examinations.

B.    Filing Period

All applications shall be filed at the location shown on the official employment application form in the manner prescribed by the examination announcement. Applications may be accepted on a continuous filing basis when so announced, and shall be subject to appropriate cut-off dates determined by the Human Resources Director.

C.    General Qualifications

The following qualifications shall be met by each candidate for employment with the County of Sonoma.

- (1)    Each candidate shall comply with citizenship qualifications specified by law.
- (2)    Each candidate shall meet any minimum qualifications established and announced for the class for which he/she applies.
- (3)    Each candidate shall possess the skills, knowledges, abilities, and other qualifications necessary to perform the duties of the class.

SECTION 4.3 DISQUALIFICATION

A.    Reasons for Disqualification

The Human Resources Director may refuse to examine an applicant or after examination may disqualify the candidate, or remove his/her name from the employment list, or refuse to certify him/her for any of the following reasons and shall promptly mail a notice of disqualification to such applicant and/or candidate.

- (1) If he/she fails to comply with the requirements set forth in the examination announcement or violates any written or oral instructions given by the examination proctor.
- (2) If he/she is found medically unqualified to perform the duties of the class.
- (3) If he/she has made a false statement of material fact or has practiced or attempted any deception, fraud or misconduct in connection with his/her application or any part of the examining process.
- (4) An applicant, and/or candidate, may be disqualified for reasons of public safety as provided for in State laws and regulations.
- (5) If he/she has used or attempted to use political pressure or bribery to secure an advantage in an examination or appointment.
- (6) If he/she is found to be ineligible to compete in or to be certified from a promotional examination.
- (7) If he/she was terminated from County service for cause or during the probationary period in the same classification during the previous twelve (12) months. (Appeal of termination to the Civil Service Commission shall stay this provision until a final action by the Commission.)

B. Appeal of Disqualification

Whenever an individual is disqualified for any of the reasons provided in this section, the individual may appeal in writing to the Human Resources Director. Any such appeal shall contain the reasons why the individual believes the appeal should be granted. It shall be delivered or postmarked not later than seven regular County business days after the mailing to him/her of a notice of disqualification. The Director shall investigate the facts involved, and shall grant or deny the appeal, and so inform the individual in writing not later than seven regular County business days after it is filed. If the appeal is denied, the individual may further appeal in writing to the Civil Service Commission not later than seven regular County business days thereafter. The Commission shall hear the facts involved and shall grant or deny the appeal not later than one month after it is filed with the Commission.

SECTION 4.4 QUALIFICATIONS FOR VETERANS PREFERENCE

In order to qualify for Veteran's Preference credit of five points, a person shall:

- (1) Demonstrate eligibility for veteran's preferences by:
  - a. having (1) served in the United States Army, Navy, Marine Corps, Air Force, or Coast Guard in time of war, in any expedition of the Armed Forces of the United States, or having been on continuous active duty for more than 180 days, and (2) having received a discharge or release from active duty under honorable conditions; or
  - b. being a disabled veteran; and
- (2) have competed in an open recruitment/examination process;
- (3) have submitted acceptable documentary evidence demonstrating eligibility prior to the final filing date of the recruitment period, unless having already received confirmation from the County of Sonoma Human Resources Department of having documentary evidence on file; and
- (4) have achieved a minimum passing final examination score and being eligible for placement on the employment list.

Persons who meet the requirements as stated above will receive five additional points to their final examination score and will be certified in accordance with Rule 6.4 A (2) and 7.2 A. Veteran's Preference points shall not be received by candidates in an examination which is limited to employees of the County of Sonoma. (revised 7/1/10)

END OF RULE 4



RULE 6  
EMPLOYMENT LISTS

SECTION 6.1            ESTABLISHMENT OF EMPLOYMENT LISTS

An employment list shall be established for each class. The employment list shall contain the names of all persons eligible for employment in permanently allocated positions in the class. It shall be composed of the names of all eligible candidates which appear on employment lists provided for in these rules, and of all free names.

SECTION 6.2            EMPLOYMENT LISTS-ORDER OF PRIORITY

A.     Candidates Who Occupy Alternate Positions

Upon request of the appointing authority, an employee who occupies an alternate position may be appointed to the next higher alternate class into which his/her position is classified. Before approving such requests, the Human Resources Department shall require evidence that the employee possesses the minimum qualifications for the higher class. An employment list is not necessary in order to make such appointment.

B.     Employment lists shall be utilized in the following priority order:

- (1) Restoration Lists
- (2) Promotional Employment Lists
- (3) Freename Lists (revised 7/1/10)
- (4) Open Employment Lists

C.     The names of candidates successful in examinations for the same class may be placed on the employment list in the order of scores, beginning with the highest score, without priority as to date of examination.

SECTION 6.3            PROMOTIONAL EMPLOYMENT LISTS

The names of candidates successful in promotional examinations shall be placed on promotional employment lists in the order of their final examination score as determined in the manner provided herein for open employment lists.

SECTION 6.4            OPEN EMPLOYMENT LISTS

A.     The names of candidates successful in open examinations shall be placed on open employment lists in the order of their final examination scores, beginning with the highest score, as determined in the following manner:

- (1) For each candidate who attains the announced minimum passing grade on each portion of the examination the grades on all portions shall be combined in accordance with the announced weights.
- (2) For each candidate who qualifies for Veterans Preference, five Veterans points shall be added to his/her combined score which shall be used in the certification of eligible candidates in accordance with Rule 7.2A. (revised 04/18/19)
- (3) For each candidate who occupies an allocated position in the County budget, one County service point shall be added to their final examination score for each completed full year of continuous service with permanent or probationary status. For each candidate who has worked in an extra-help capacity within the last five years, one County service point shall be added to their final examination score for every 2,080 hours worked. County service points are computed to the final filing date, to a maximum of five points. (added 04/18/19)
- (4) Promotional points shall be given to an employee who was laid off and reinstated within two years of the date of layoff. The time between layoff and reinstatement shall not be counted as service.
- (5) The final examination score for each candidate shall be a whole number of points, not to exceed one hundred points. For this purpose, each score which is greater than a whole number by 0.5 or more shall be counted as the next greater whole number. Each score which is greater than a whole number by less than 0.5 shall be counted as the nearest whole number.

B.     If two or more candidates attain the same final score in any examination for the same class, their names shall be placed in the same standing on the employment list.

- C. The name of an individual who has permanent status in the classified service of a public agency operating a Civil Service or Merit System recognized by the California County Merit System may be placed on an open employment list for a comparable class in the Sonoma County service as a free name under the following conditions:
- (1) The class for which the list is approved possesses the same or lesser minimum qualifications as the class in which the individual has held permanent status.
  - (2) The individual has been employed by the other agency for at least one year prior to the date the list is approved.
  - (3) The individual achieved his/her permanent status as the result of a qualifying or competitive examination.
  - (4) The employment record of the individual has been entirely satisfactory, and he/she has not been separated nor is he/she being considered for separation due to fault of delinquency on his/her part.
  - (5) There is written information submitted by the other public agency and on file in the County Human Resources Department confirming that the required conditions have been met, and stating that the individual is eligible for re-employment or continued employment in the class in which he/she holds permanent status.
- D. When the name of a qualified candidate has been removed from the employment list in accordance with paragraphs B, C, D, E, F, or G of Section 6.9 of this rule, and the candidate informs the Human Resources Director in writing that he/she is available and willing to accept employment, the candidate's name may be placed on the employment list in the same standing in which it appeared at the time of its removal.

#### SECTION 6.5 APPROVAL OF LIST

Each list shall be approved and signed by the Human Resources Director or by his/her designee.

#### SECTION 6.6 CORRECTION OF LISTS

- A. When it becomes evident that an omission or other error or irregularity has occurred in the preparation of a list, a corrected list shall be prepared and approved by the Human Resources Director and the erroneous list shall be canceled.
- B. The Civil Service Commission may suspend or cancel the approval of any list, should it discover error or irregularity.
- C. The cancellation of an erroneous list shall not invalidate any appointment made therefrom, if the name of the person appointed appears on the corrected list. Should such person's name not appear on the corrected list, he/she shall be treated as a provisional employee or a temporary promotion.

#### SECTION 6.7 ABOLISHMENT OF LISTS

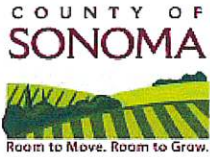
The Human Resources Director may abolish any employment list in the event that fewer than three standings remain on the list. The name of any candidate remaining on such list shall remain on the employment list as a free name as below:

- A. The name of each candidate appearing on a promotional employment list which is abolished in accordance with these rules shall remain on the employment list as a free name until six months after the first approval of the list which was abolished, unless sooner removed in accordance with these rules or due to separation from County service.
- B. The name of each candidate appearing on an open employment list which is abolished in accordance with these rules shall remain on the employment list as a free name until three months after the first approval of the list which was abolished, unless sooner removed in accordance with these rules.
- C. Candidates who occupy standings on incomplete lists abolished in accordance with Rule 6.7 shall be placed on the appropriate eligible list.

#### SECTION 6.8 FREE NAME

The name of each candidate who is approved at the discretion of the Human Resources Director for placement on an





County of Sonoma (CA)

## COMMUNICATIONS DISPATCHER I

**CLASS CODE** 1691

**SALARY**

\$33.78 - \$41.05 Hourly

\$2,711.65 - \$3,295.24 Biweekly

\$5,875.24 - \$7,139.69 Monthly

\$70,502.91 - \$85,676.28 Annually

### Definition

Under close supervision, learns to and receives incoming calls for emergency assistance from the public and law enforcement; learns to and dispatches and coordinates law enforcement response in accordance with department procedures; performs queries in various computerized databases; provides after-hours dispatch for local government agencies; and performs related duties as required.

### Distinguishing Characteristics

Communications Dispatcher I is the entry level class in the Communications Dispatcher series, and as such receives on-the-job training in the techniques and procedures of law enforcement dispatching, and in the operation of communications equipment. Incumbents are taught to handle emergency situations requiring independent judgment.

Communications Dispatcher I differs from Communications Dispatcher II in that the latter is expected to exercise discretion and independent judgment in the performance of their assigned duties.

Persons appointed to the class of Communications Dispatcher I shall serve a probationary period of one year.

### Typical Duties

*Duties may include but are not limited to the following:*

Receives on-the-job training in dispatching techniques and procedures, and in the operation of communications equipment.

Learns to receive and evaluate requests for assistance by telephone, radio, and electronic alarm systems; dispatches emergency personnel and equipment; operates law enforcement dispatch related communications equipment; monitors the location of law enforcement personnel and other public safety resources, as appropriate.

Responds to requests from field personnel for information regarding vehicle registration, driving records, and warrant information, and provides pertinent data; obtains information from the California Law Enforcement Telecommunications System (CLETS) and other computerized systems; enters information into CLETS and other computerized systems; relays information to other law enforcement agencies, as needed.

Maintains comprehensive files, logs, and reports on communications dispatch operations; operates recording devices; operates equipment and machines related to the retrieval of information.

Learns to receive and process 911 emergency calls; monitors several complex public safety radio frequencies, and operates a variety of communications equipment.

Learns to and assists in coordinating search and rescue operations between various agencies in major emergencies; places calls for off-duty personnel when needed for emergency service.

Performs related duties as assigned.

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### Knowledge, Skills, and Abilities

**Some knowledge of:** streets, roads, major buildings and geography of Sonoma County; the functions of the Sheriff's Office and other public safety agencies; communications equipment; data entry techniques and computer operations; techniques for effectively working with members of various ages, ethnicities and socio-economic groups; standard office practices and procedures, including filing and the operation of standard office equipment.

**Ability to:** speak clearly and concisely in English; react quickly, efficiently and calmly in an emergency situation, and adopt an effective course of action; handle inquiries from the public in a courteous and effective manner; learn rules and regulations, including applicable Federal Communications Regulations and their application; understand and follow complex written and oral instructions; learn to operate communications equipment; keep records; type on a keyboard; and work a shift schedule, including nights, weekends, and holidays.

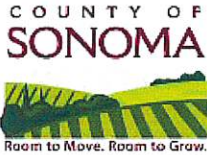
### **Minimum Qualifications**

**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include graduation from high school or possession of a G.E.D. Some experience receiving information over the phone, radio, or communications system, and simultaneously entering data into a computer is desirable.

**Special requirement:** Within one year of employment, and as a condition of probation, employees in this classification shall complete a P.O.S.T. certified Public Safety Dispatcher's Basic Course.

**Special skill requirement:** This classification requires the ability to type at a corrected speed of 45 words per minute.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.



County of Sonoma (CA)

## COMMUNICATIONS DISPATCHER II

**CLASS CODE** 1692

**SALARY**

\$38.21 - \$46.45 Hourly

\$3,067.26 - \$3,728.72 Biweekly

\$6,645.74 - \$8,078.89 Monthly

\$79,748.86 - \$96,946.72 Annually

### Definition

Under general supervision, receives incoming calls for emergency assistance from the public and law enforcement; elicits information to determine nature of emergency; dispatches and coordinates law enforcement response in accordance with department procedures; performs queries in various computerized databases; provides after-hours dispatch for local government agencies; and performs related duties as required.

### Distinguishing Characteristics

The Communications Dispatcher II is the journey level class in the Communications Dispatcher series. A Communications Dispatcher II is considered to be a fully qualified dispatcher able to handle all emergency situations. A Communications Dispatcher II is responsible for dispatching, coordinating, and directing emergency manpower and equipment, using independent judgment to develop a course of action when unprecedented situations may arise.

The class is distinguished from the Communications Dispatcher I in that the latter is a trainee class receiving close supervision and does not exercise the independent judgment commensurate to the Communications Dispatcher II. This class is distinguished from the Senior Dispatcher in that the latter assists the shift supervisor by performing lead worker, training, and more technical/complex dispatching activities. Individuals newly hired or reinstated into this class shall serve a probationary period of one year. Individuals promoted to the class shall serve a probationary period of six months.

### Typical Duties

*Duties may include but are not limited to the following:*

Receives and evaluates requests for assistance by telephone, radio, and electronic alarm system; dispatches emergency personnel and equipment; operates law enforcement dispatch related communications equipment; monitors the location of law enforcement personnel and other public safety resources, as appropriate.

Responds to requests from field personnel for information regarding vehicle registration, driving records, and warrant information, and provides pertinent data; obtains information from the California Law Enforcement Telecommunications System (CLETS) and other computerized systems; enters information into CLETS and other computerized systems; relays information to other law enforcement agencies as needed.

Maintains comprehensive files, logs, and reports on communications dispatch operations; operates recording devices; operates equipment and machines related to the retrieval of information.

Receives and processes 911 emergency calls; monitors several complex public safety radio frequencies and operates a variety of communications equipment.

Assists in coordinating search and rescue operations between various agencies in major emergencies; places calls for off-duty personnel when needed for emergency service.



Performs related duties as assigned.

### **Knowledge, Skills, and Abilities**

**Working knowledge of:** streets, roads, major buildings, and geography of Sonoma County; functions of the Sheriff's Office and other public safety agencies; applicable rules, regulations, and procedures including those of the Federal Communications Commission and their application; communications equipment; data entry techniques and computer operations; techniques for effectively working with members of various ages, ethnicities, and socio-economic groups; standard office practices and procedures, including filing and the operation of standard office equipment.

**Ability to:** accurately dispatch, coordinate and direct public safety equipment and personnel; speak clearly and concisely in English; operate communications equipment; operate a keyboard; react quickly, efficiently and calmly in an emergency situation, and to adopt an effective course of action; handle inquiries from the public in a courteous and effective manner; interpret rules and regulations to others; understand and follow complex written and oral instructions; keep records; and work shift schedule, including nights, weekends, and holidays.

### **Minimum Qualifications**

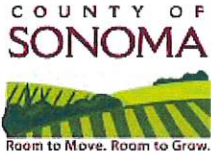
**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include graduation from high school or possession of a G.E.D, and one year of dispatch experience in a law enforcement setting comparable to Communications Dispatcher I.

**Special requirement:** Within one year of employment, and as a condition of probation, employees in this classification must obtain a P.O.S.T. Public Safety Dispatcher's Certificate, as awarded by the State of California, Commission on Police Officers Standards and Training (P.O.S.T.).

**Special skill requirement:** This classification requires the ability to type at a corrected speed of 45 words per minute.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position..





County of Sonoma (CA)

## Sheriff's Communications Dispatcher II

<b>SALARY</b>	\$38.21 - \$46.45 Hourly \$3,067.26 - \$3,728.72 Biweekly \$6,645.74 - \$8,078.89 Monthly \$79,748.86 - \$96,946.72 Annually	<b>LOCATION</b>	Santa Rosa, CA
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	23/01-1692-OC
<b>DEPARTMENT</b>	Sheriff's Office (SHF)	<b>OPENING DATE</b>	01/31/2023
<b>CLOSING DATE</b>	Continuous		

### Position Information

The Sheriff's Office seeks experienced, emergency law enforcement dispatchers. Come to beautiful Sonoma County and become a Sheriff's Communication Dispatcher II!



**STARTING SALARY UP TO \$46.45/HOUR (\$96,946/YEAR)\*  
PLUS a \$25,000 Signing Bonus^**

When you join the Sonoma County Sheriff's Office, you become part of a strong work family that makes a difference in our community. You can also look forward to excellent benefits including:

- Eligibility for a salary increase after 1,040 hours (6 months when working full-time) for good work performance; eligibility for a salary increase for good performance every year thereafter, until reaching the top of the salary range
- Premium pay of \$1.15/hour for basic bilingual and \$1.50/hour for fluent bilingual, in addition to the hourly pay rate, for bilingual assignments
- Differential pay for evening and night shifts
- Additional premium for POST Intermediate and Advanced Certificates, up to 6.75% of base salary
- Competitive vacation and sick leave accruals and 12 paid holidays
- County paid 100% premium contribution for the majority of employee-only and employee + family health plan options
- An annual Staff Development/Wellness Benefit allowance of up to \$850 and ongoing education/training opportunities
- County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits
- Retirement fully integrated with Social Security
- May be eligible for up to 8 weeks (320 hours) of Paid Parental Leave after 12 months of County employment

### **^Hiring Incentives**

The Sheriff's Office is currently offering a \$25,000 signing bonus paid over three installments during the first three years of service.

Other incentives which may be offered, if applicable, include:

- Advanced paid vacation and/or sick leave (up to 24 hours per leave type)
- Relocation reimbursement up to \$5,000

### **About the Position**

In the Sonoma County Sheriff's Office, the Communications Dispatcher II supports both the public and law enforcement by receiving requests for information and providing pertinent data over the phone and radio. Responsibilities include:

- Monitoring radio frequencies
- Receiving and dispatching emergency and non-emergency calls from the public
- Setting priorities among competing incoming events and dispatching appropriately
- Utilizing a computer-aided dispatch system

In our 24/7 environment, Dispatchers must have the flexibility to work all shifts including holidays (day, swing, grave), and overtime is required.

This full, working-level position in the Dispatcher job series is for individuals who have completed a year of law enforcement, emergency dispatch experience with a city, county, state, or federal agency. ***Possession of a California Commission of Peace Officer Standards and Training (POST) Public Safety Dispatcher's Certificate is highly desired.***

Being a Dispatcher can be demanding, but for those who have the fortitude and passion for this work, you will be rewarded with camaraderie, and the ability to help others during the times when they most need the support. You also get to have the satisfying feeling that comes from hearing your colleagues confirm, "We have the suspect in custody." To learn more about this assignment, and how we serve the community, please visit the [Sonoma County Sheriff's Office website](#). The most successful Dispatchers will:

- Possess significant experience advising callers on how to handle medical and other emergencies
- Work swiftly, in stressful situations, to manage multiple things happening at once
- Remain calm, clear, and in control
- Demonstrate excellent communications skills as well as problem solving skills, empathy, and compassion
- Have the ability to read maps, and provide clear directions
- Be proficient in basic computer programs, including Microsoft Office applications, Word and Excel
- Demonstrate the ability to type quickly and accurately

Serving the community since 1850, the Sheriff's Office employs over 650 employees to protect and secure the half-million residents within the 1,768 square miles of Sonoma County. Supporting safety and emergency situations is an exciting and challenging opportunity for the type of person that thrives in a fast-paced environment. You can be confident that a career with the Sonoma County Sheriff's Office will be anything but monotonous.

### **We Want to Hear from You!**

**Would you like to learn more about joining the Sheriff's Office? Visit our Personnel Bureau [website](#) or contact us and speak to the Sheriff's recruiting team at **707.565.2779** or email [Sheriff-Recruitment@sonoma-county.org](mailto:Sheriff-Recruitment@sonoma-county.org).**

When you join the County of Sonoma, you'll have the freedom to explore the beauty of our county - its picturesque coastline, majestic redwoods, historic towns, fine dining, award winning wineries, and a wide variety of entertainment and cultural activities. Please visit [www.sonomacountyconnections.org](http://www.sonomacountyconnections.org) and [www.santarosachamber.com](http://www.santarosachamber.com) for additional information about the community.

\*Salary is negotiable. Benefits described herein do not represent a contract and may be changed without notice. Additional information can found in the [Sonoma County Law Enforcement Association's Memorandum Of Understanding \(SCLEA MOU\)](#) and our [Employee Benefits Directory](#). Bilingual positions require English and Spanish skills at either the basic



(conversational) or fluent (reading, writing, and conversational) level. A bilingual examination will be conducted prior to employment to confirm level of skill. The bilingual premium pay begins upon the assignment of a bilingual caseload.

This employment list may also be used to fill future full-time, part-time, or extra-help (temporary) positions as they occur during the active status of the list. The Civil Service title is Communications Dispatcher II.

### **APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

#### **Minimum Qualifications**

**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include graduation from high school or possession of a G.E.D, and one year of dispatch experience in a law enforcement setting comparable to Communications Dispatcher I.

**Special requirement:** Within one year of employment, and as a condition of probation, employees in this classification must obtain a P.O.S.T. Public Safety Dispatcher's Certificate, as awarded by the State of California, Commission on Police Officers Standards and Training (P.O.S.T.).

**Special skill requirement:** This classification requires the ability to type at a corrected speed of 45 words per minute.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

#### **Knowledge, Skills, and Abilities**

**Working knowledge of:** streets, roads, major buildings, and geography of Sonoma County; functions of the Sheriff's Office and other public safety agencies; applicable rules, regulations, and procedures including those of the Federal Communications Commission and their application; communications equipment; data entry techniques and computer operations; techniques for effectively working with members of various ages, ethnicities, and socio-economic groups; standard office practices and procedures, including filing and the operation of standard office equipment.

**Ability to:** accurately dispatch, coordinate and direct public safety equipment and personnel; speak clearly and concisely in English; operate communications equipment; operate a keyboard; react quickly, efficiently and calmly in an emergency situation, and to adopt an effective course of action; handle inquiries from the public in a courteous and effective manner; interpret rules and regulations to others; understand and follow complex written and oral instructions; keep records; and work shift schedule, including nights, weekends, and holidays.

#### **Selection Procedure & Some Helpful Tips When Applying**

- Your application information and your responses to the supplemental questions are evaluated and taken into consideration throughout the entire selection process.
- You should list all employers and positions held within the last ten years in the work history section of your application. Be as thorough as possible when responding to the supplemental questions.
- You may include history beyond ten years if related to the position for which you are applying. If you held multiple positions with one employer, list out each position separately.
- Failure to follow these instructions may impact your competitiveness in this process or may result in disqualification.

Please visit [Getting a Job with the County of Sonoma](#) to review more detailed information about the hiring process, including the application process, examination steps, and department selection process.

### **APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

**Responses to supplemental questions will be used in assessing minimum qualifications. Please provide specific and detailed responses of a reasonable length to allow for a thorough assessment of your qualifications. Responses that state "See Resume" or "See Application" may be considered insufficient.**

The selection procedure will consist of the following examination:

An **Application & Supplemental Questionnaire Appraisal Examination** (weight 100%). Each application and supplemental questionnaire will be thoroughly evaluated for satisfaction of minimum qualifications and relevance of educational coursework, training, experience, knowledge, and abilities that relate to this position. Candidates possessing the most appropriate job-related qualifications will be placed on an employment list and referred to the department for selection interviews.

### **ADDITIONAL INFORMATION**

Being part of the Sheriff's Office and being expected to keep the public safe requires a thorough background investigation process. This process includes an assessment of prior work history, verifying educational experiences, court reports, public records searches, understanding past patterns relating to drug usage, financial patterns, etc. This entails gathering a significant amount of information from job candidates and speaking to former employers, friends, family members, etc. Polygraphs, drug tests, and medical, psychological, and physical examinations are also part of this process. Candidates must be honest and forthcoming about information that may arise during the background process. Deception during any portion of this process is grounds for disqualification, even after employment. This process can take anywhere from 3-5 months. Many factors are taken into consideration and one should not assume a credit issue or prior drug use is automatically disqualifying. Candidates will be given the opportunity to present mitigating information they feel should be considered. You are encouraged to be as responsive as possible while this process is taking place to help expedite the timeline, and we encourage you to stay patient and interested in this great career opportunity while this process is taking place.

Please read the [Sheriff's Office Pre-Employment Drug Use Guidelines \(Download PDF reader\)](#) for further information.

You may also review the [Job Classification Screening Schedule](#) to determine the requirements for this position.

### **HOW TO APPLY**

Applications are accepted on-line at: [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org). Paper applications may be submitted by person, fax (707-565-3770), email, or through the mail. All applications and appropriate supplemental information as outlined in the job bulletin must be RECEIVED by the time and date specified on the first page of this job announcement. Continuous recruitments may close without notice at any time that a sufficient number of qualified applications have been received. Applications received after the recruitment closes will not be accepted.

The County of Sonoma prioritizes and is committed to continuously providing a workplace where equal employment opportunity is afforded to all people. Please view the County's [Equal Employment Opportunity Policy](#) for further information.

HR Analyst: JL/CG  
HR Technician: EV

#### **Agency**

County of Sonoma (CA)

#### **Address**

575 Administration Drive, Suite 116B

Santa Rosa, California, 95403

#### **Phone**

(707) 565-2331

#### **Website**

<http://www.yourpath2sonomacounty.org>

## **Sheriff's Communications Dispatcher II Supplemental Questionnaire**

### **\*QUESTION 1**

**How did you first learn about this opportunity?**

- Association of Bay Area Governments (ABAG)
- CalJobs
- Careers in Government
- College or University
- Craigslist
- DiversityJobs
- Employee of Sonoma County
- Facebook
- Glassdoor
- GovernmentJobs.com
- Hispanic Chamber of Commerce of Sonoma County
- Indeed
- Instagram
- Job Fair
- La Voz
- Latino Service Providers
- LinkedIn
- Los Cien
- Minority Organization or Group
- PORAC
- [sonoma-county.org/www.yourpath2sonomacounty.org](http://sonoma-county.org/www.yourpath2sonomacounty.org)
- Sonoma County Human Resources Office
- Start Here!
- Twitter
- Veterans Services Office
- Women's Organization or Group
- Workplace Diversity
- ZipRecruiter
- Other Internet Site
- Other Publication

**\*QUESTION 2**

Please indicate if you would also be interested in future part-time or extra-help (temporary, intermittent, or seasonal employment) positions should they become available. Check all that apply.

- I would also like to be considered for future part-time positions
- I would also like to be considered for future extra-help positions
- I am only interested in full-time positions

**\*QUESTION 3**



This eligible list may be used for future bilingual (English/Spanish) positions. Please indicate if you are interested in bilingual positions, and your level of proficiency.

- Yes, I have basic (conversational) English/Spanish bilingual skills
- Yes, I have fluent (reading, writing, and conversational) English/Spanish bilingual skills
- No, I do not have English/Spanish bilingual skills, and/or I do not wish to be considered for a bilingual position

**\*QUESTION 4**

Do you possess a California Commission of Peace Officer Standards and Training (POST) Public Safety Dispatcher's Certificate?

- Yes
- No

**\*QUESTION 5**

Did you graduate from high school or do you have a General Education Development Certificate (GED)?

- Yes
- No

**\*QUESTION 6**

Are you willing to work any shift assignments, including evenings, nights, weekends, and holidays?

- Yes
- No

**\*QUESTION 7**

Are you willing to undergo a thorough background investigation, which may include a review of criminal, employment, education, driving, and credit records, and an inquiry into your personal and social history, including any use of drugs and alcohol?

- Yes
- No

**\*QUESTION 8**

Do you possess a year of law enforcement, emergency dispatch experience?

- Yes
- No

**\*QUESTION 9**

Please describe your one or more years of qualifying dispatch experience in a law enforcement setting. For each relevant position, include:

- Job title
  - Employer/Agency name
  - Dates of service (mm/yy to mm/yy)
  - A description of your primary duties
  - Estimated average number of emergency calls and non-emergency handled in an 8-hour shift
  - Number of units you were responsible for
-

\* Required Question



**Janell Crane, Director**

Employment • Classification • Employee Relations • EEO • Training • Risk Management

February 13, 2024

Andrew Kangas  
193 W. Verano Ave 106  
Sonoma, CA 95476

Dear Andrew Kangas:

Thank you for submitting your application for the position of Sheriff's Communications Dispatcher II.

Your application and supplemental materials were carefully reviewed to evaluate education, training, and experience as related to the duties of this position. Based on the information you provided, we are sorry to inform you that you were not considered to possess the minimum qualifications as stated in the job announcement.

Although your application will not be given further consideration for the current recruitment, you may apply for other positions with the County of Sonoma. Information on the County's job opportunities can be found at [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org), in the Human Resources Department, or by calling (707) 565-2331.

Civil Service Rule 4.3B provides the right to appeal your disqualification from this examination. You must state your reason for the appeal in writing and send to the Human Resources Director within seven (7) County business days from the date on this notice, or postmark date.

As additional information, the County of Sonoma Human Resources Department offers a free, virtual "Start Here" class, which is a two-hour session with County Human Resources staff that provides information regarding how to submit a thorough application, interview and examination best practices, and much more. If you would like to be notified when future classes are held, please email us at [careers@sonoma-county.org](mailto:careers@sonoma-county.org) and we will add you to our event notification list.

Sincerely,

Jane Loyd, Human Resources Analyst  
County of Sonoma (CA) Human Resources Department



## 4-4 Equal Employment Opportunity Policy & Complaint Procedure -Section III: Policy



### Equal Employment Opportunity Americans with Disabilities Act

County of Sonoma Human Resources Department

[Return to EEO \(Equal Employment Opportunity\) Policy & Complaint Procedure Table of Contents](#)

**Approved:** Board of Supervisors  
**Authority:** Human Resources  
**Resolution:** 16-0333  
**Revised Date:** September 2016

Read next: [Section IV: Definitions](#)

### III. Policy

#### 1. Nondiscrimination Policy

The County of Sonoma is committed to the principle that equal employment opportunity in the public service of the County must be afforded to all persons regardless of race, color, ancestry (including language use), national origin, citizenship, possession of a driver's license issued under Section 12801.9 of the Vehicle Code, religious creed, religious belief or grooming (including dress or grooming practices), sex (which is defined to include gender (including sex stereotyping), and also including a person's gender identity (i.e. (that is) a person's identification as male, female, a gender different from the person's sex at birth, or transgender); gender expression (i.e. (that is) a person's gender-related appearance or behavior, whether or not stereo-typically associated with the person's sex at birth); transgender (i.e. (that is) a person whose gender identity differs from the person's sex at birth); pregnancy or medical conditions related to pregnancy; childbirth or medical conditions related to childbirth; breastfeeding or medical conditions related to breastfeeding; and sexual orientation), marital or domestic partner status, age, medical condition (including, but not limited to cancer, AIDS (acquired immunodeficiency syndrome) and HIV (human immunodeficiency virus)), physical or mental disability (the term disabled or disability shall be construed to apply to those individuals covered by Title 2 California Administrative Code, Section 7293.6 (c) et seq. (and what follows) and 42 U.S. Code Section 12102 and the regulations promulgated pursuant to that section), genetic information or characteristics, status as a victim of domestic violence, sexual assault or stalking, military or veteran status, or any other legally protected category, as required by applicable federal and state laws. No person shall suffer discrimination, harassment, or retaliation in his or her employment or with respect to any term or condition of employment by any County employee, manager or supervisor or by any volunteer, vendor, contractor or other third party who may be in the workplace by reason of such person's status in one or more of the protected classifications as enumerated above.

The County of Sonoma recognizes that equal employment opportunity may be ensured only by a carefully administered and practiced program designed to eliminate any practices, standards or conditions tending to result in discrimination, harassment, or retaliation and by initiating positive efforts in recruitment, examination, selection, promotion, pay and training procedures to extend equal employment opportunities to all qualified persons without limiting, segregating or classifying employees or applicants for employment in any way which would deprive any individual of employment opportunities or otherwise adversely affect his or her status as an employee because of such individual's race, color, ancestry, national origin, religious creed, belief or grooming, sex (including sexual orientation, gender identity, gender expression, transgender, pregnancy, childbirth, and medical conditions related to pregnancy, childbirth or breast feeding), marital status, age, medical condition, physical or mental disability, genetic information, military or veteran status, or any other legally protected category.

#### 2. Equal Employment Opportunity Policy

The County of Sonoma will take appropriate neutral steps to maximize the employment opportunities of individuals in historically disadvantaged groups whose representation in the County work force is less than could reasonably be expected given their availability in the area labor force.

### 3. Unlawful Harassment, including Sexual Harassment Policy

It is the policy of the County of Sonoma to provide for a work environment free from unwelcome harassment resulting from an individual's status in one or more of the protected classes enumerated in Paragraph A above. This policy includes, but is not limited to, ensuring that the workplace is free from behavior constituting sexual harassment as defined below. This anti-harassment policy applies to all employees, including permanent, probationary, extra help, part-time and temporary employees and volunteers and paid and unpaid interns. Harassment of an individual because of their status in a protected class, including but not limited to sexual harassment, is an unlawful employment practice prohibited by state and federal law. It is also unapproved and unacceptable work behavior that will not be tolerated by the County. County employees, managers, supervisors, contractors, vendors, volunteers, interns and all other third parties who may be in the workplace are expected to adhere to a standard of conduct while on the job or on County property that consists of respect and courtesy towards other employees and persons. All such persons shall under no circumstances engage in behavior which constitutes harassment of an individual because of their status in a protected classification, including but not limited to, sexual harassment. County officials and employees who are found to committed workplace harassment will be subject to firm disciplinary action up to and including termination of employment. Anyone who engages in unlawful workplace harassment may be personally liable for such conduct and will not be entitled to indemnification and defense in those cases in which the Board of Supervisors determines that such conduct falls outside the scope of employment.

In order to prevent unlawful workplace harassment, management and supervisory employees are responsible for, among other things, informing employees of the County policy and complaint procedure, and promptly reporting all complaints of workplace harassment to the Department Head and the Human Resources Department for investigation. It is also the responsibility of the Department Head to take appropriate disciplinary action if the findings of the investigation indicate workplace harassment has occurred.

### 4. Retaliation Policy

The County strictly prohibits any form of retaliation against any applicant or employee who, in good faith, makes a complaint, raises a concern, provides information, or otherwise assists in an investigation, complaint or proceeding related to any alleged violation of this policy. The County is committed to ensuring that all employees feel comfortable in raising issues regarding conduct that violates this policy without fear of retaliation. It also is intended to encourage County employees to cooperate in investigations of alleged violations of this policy by providing honest, truthful, and complete information without fear of retaliation.

### 5. Prohibited Conduct

Under no circumstances shall employees engage in behavior which constitutes discrimination or harassment (including, but not limited to sexual harassment) of an individual because of their membership in a protected category or retaliation against an employee who, in good faith, makes a complaint, raises a concern, provides information, or otherwise assists in an EEO (Equal Employment Opportunity) investigation, complaint or proceeding related to any alleged violation of this policy. Employees who engage in such conduct may be subject to disciplinary action, up to and including termination of employment.

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2. Section IV: Definitions - <https://sonomacounty.ca.gov/administrative-support-and-fiscal-services/human-resources/employee-resources/administrative-policy-manual/section-iii-policy/administrative-support-and-fiscal-services/human-resources/employee-resources/administrative-policy-manual/section-iv-definitions>
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Human Resources  
575 Administration Dr. 116B  
Santa Rosa, Ca 95403

2-18-24

I appeal your decision under Civ. Ser. Rule 4.3B, you failed to state in writing exactly what qualification you claim I do not possess.

I just interview a guy I know who works as a DISPATCHER for Sonoma. He told me you have a training programs for new hires. He told me: "Since I worked for 4 years as a US Navy dispatcher in an air traffic control tower I am well qualified for the job."

You violated the law of Due Process by not being specific in writing.

You are illegally discriminating against me, because of my age?

You failed to give me the Veterans Preference. 7

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*Thank you for your consideration,*

Andrew Paul Kangas,  
193 w. Verano Ave  
Sonoma, Ca 95476

*A. P. Kangas*