



**PERSONNEL COMMITTEE**  
**TUESDAY, APRIL 2, 2019 – 4:30 PM**  
**CITY HALL, CONFERENCE ROOM 2A (2<sup>ND</sup> FLOOR)**

Members: Chairperson Selena Proksa, John Halverson, Doug Skates, Cindy Flower, and Shari Straube

**AGENDA**

1. Meeting called to order by Chairperson Proksa
2. Roll Call
3. Comments from the public limited to 5 minutes, limited to items on this agenda
4. Approval of the minutes from the March 5, 2019 Personnel Committee Meeting
5. Discussion/Recommendation regarding Pay Grade change for Police Department Part-Time Telecommunicator (Dispatcher) position from Grade 4 to Grade 6
6. Discussion/Recommendation regarding creation of the position of Part-Time Police Department Community Service Officer along with determining subsequent Pay Grade
7. Discussion/Update regarding Beach Attendant Staff Job Duties and Hiring Process
8. Discussion/Update regarding bids sought for City of Lake Geneva Public Restroom Sanitation Maintenance/Upkeep
9. Discussion/Update regarding Department of Public Works Seasonal Staff including Hiring Process and Recruitment
10. Adjourn

*This is a meeting of the Personnel Committee.  
No official Council action will be taken; however, a quorum of the Council may be present.*

cc: Aldermen, Mayor, Administrator, Attorney, Media

**PERSONNEL COMMITTEE MINUTES  
TUESDAY, MARCH 5, 2019 – 4:30 PM  
CITY HALL, CONFERENCE ROOM 2A (2<sup>ND</sup> FLOOR)**

Members: Chairperson Selena Proksa, John Halverson, Doug Skates, Cindy Flower, and Shari Straube

Meeting was called to order by Chairperson Proksa at 4:31 p.m.

Roll Call

Present: Proksa, Halverson, Straube and Skates

Absent: Flower

Comments from the public limited to 5 minutes, limited to items on this agenda

None

Approval of the minutes from the February 5, 2019 Personnel Committee Meeting

Motion by Skates to approve, second by Halverson. No discussion. Motion carried 4-0.

Discussion regarding Employee/Elected Official Onboarding Process

Discussion regarding City of Lake Geneva Employer Clinic with Aurora

City Administrator Nord explained that they met with representatives had found out that it hasn't had a lot of usage.

Flower arrived at 4:35 p.m.

Discussion regarding City of Lake Geneva Health Insurance with United Health Care

Proksa explained that she wanted to get an update on the new insurance. Finance Director Hall noted that some of the complaints were that there isn't a vision plan coverage and confusion with the deductible versus coinsurance. She cited that the difference card has created some confusion as well. The committee had a discussion regarding several issues and possible solutions for the insurance moving forward. No action taken.

Adjourn

Motion by Skates to adjourn, second by Halverson. Motion carried 5-0. The meeting adjourned at 5:08 p.m.

# Memo

To: Selena Proksa, Personnel Committee Chairperson  
From: Chief Michael S. Rasmussen  
Date: 3/29/2019  
Re: Telecommunicator pay grades/Community Service Officer pay grade

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At the Police and Fire Commission meeting on March 7, 2019, The Commission approved two items and referred both of them to the Personnel Committee for pay grade changes.

The first agenda item is a request to set a pay grade for a new Community Service Officer position. The attached job description was approved by the Police and Fire Commission. The position has similar duties to a booking officer and reserve officer and requires the same job qualifications for the position as a booking officer. Finding qualified part time officers over the years has become increasingly difficult and I feel this is an alternative way to strategically plan for increased staffing over the summer months. With approval of the job description, the Community Service Officer position has been referred to the Personnel Committee to establish a pay grade and wage assignment.

The second agenda items discussed at the Police and Fire Commission included reclassifying the part time Telecommunicator position to Grade 6, which is same pay grade as a full time Telecommunicator. Both part time and full time Telecommunicators perform the same duties. Full time Telecommunicators are awarded benefits, which will offer them a pay advantage over the part time position. Additionally, it will adjust pay rates for some of the part time Telecommunicators who has been here for some time and have not received satisfactory raises throughout the years.

With the low number of current part time officers, the increased costs will be absorbed in the part time budget. This increased cost is still much lower than filling open shifts with full time officers and full time telecommunicators at their current rate.

I look forward to discussing this further at the Personnel Committee meeting.

**Police/Fire/EMS 911 Telecommunicator  
The City of Lake Geneva Police Department**

**Varied shift hours as assigned by the Department  
Immediate Supervisor – On-duty supervisor**

**Purpose of Position**

The Police/Fire/EMS 911 Telecommunicator is responsible for assigning proper personnel in response to requests for assistance by the public and supporting the agencies in accomplishing their official duties. This individual should possess excellent communication skills, organizational abilities, multi-tasking capabilities, confidentiality, conscientiousness, and a thorough knowledge of policies and procedures.

**Summary of Position**

The Police/Fire/EMS 911 Telecommunicator shall be appointed by the Chief of Police subject to the approval of the Police and Fire Commission and shall be directly accountable for his or her actions and performance to the Communications Supervisor and/or on-duty supervisor. The Lake Geneva Communications Center operates 24 hours a day, 365 days a year. Personnel in this position normally work specific shifts that cover a 24 hour period.

**Essential Duties and Responsibilities**

- Receives incoming calls from the public requesting emergency and non-emergency assistance and city services. Maintains control of the calls for service and obtains necessary information.
- Assigns calls for service to the appropriate unit(s) based upon incident criteria.
- Maintains an accurate record of all complaints and resource units. Monitors unit activity for response and status.
- Operates radios in accordance with Federal Communication Commission rules and regulations.
- Fully operates the TIME system in accordance with State and Federal guidelines to access DOT, CIB and NCIC databases, including but not limited to: entries, cancellations, and queries, cancelling information, querying databases and providing query results to units. Must successfully complete Basic and Advanced TIME System training within the first year of employment.
- Assists general public as necessary at lobby window.
- Receives bonds, restitution and other monies. Issues receipts and makes proper log entries to ensure cash drawer accuracy.
- Serves as an information resource to the public. Relays requests for information through data and other sources.
- Maintains station security through video monitors and speakers, as well as monitoring building fire alarms, panic alarms and rescue assistance.
- Monitors weather and emergency situations. Activates warning systems, pagers, sirens, and notifies persons or agencies of needs or problems.

- Operates radio, telephone systems and recording playback systems.
- Compiles and distributes various daily and monthly reports.
- Prepares, receives and processes a variety of law enforcement records and reports; releases requested records in conformance with Department policies and procedures.
- Performs typing and general clerical functions as required.
- When applicable, provides same sex supervision for prisoner or in-custody transports.
- Assists in training new telecommunicators.
- Other duties as assigned.

### **Qualifications of Position**

- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- The ability to read, write and speak English fluently. Speak clearly and concisely.
- Must be physically able to perform necessary job duties, including reading, hearing a variety of volumes, repetitive computer keyboard use, and sitting for long periods of time.
- Ability to remain in control and work under stressful situations.
- Ability to retain information on a short and long term basis.
- Ability to comprehend and follow oral and written instructions and to think and react quickly in all types of situations.
- Ability to compile, analyze, record and assemble data and information in a meaningful and effective manner and make good decisions and judgments.
- Ability to perform several functions in rapid succession or at the same time.
- Ability to work cooperatively with fellow employees, other law enforcement agencies, other units of city government, and the general public.
- Ability to maintain confidentiality of information.
- Ability to work varied hours and/or overtime.

Date Approved by Police and Fire Commission: 11/05/2015

Date Posted: 11/17/2015

Date Effective: 11/17/2015

**Community Service Officer  
The City of Lake Geneva Police Department**

**Varied shift hours as assigned by the Department  
Immediate Supervisor – On-duty supervisor**

**Purpose of Position**

This is a non-sworn uniformed civilian position supporting basic law enforcement operations. Community Service Officers handle minor non-emergency calls such as animal complaints, code and zoning, vehicle lockouts, traffic control (accident scenes, road hazards, ect), found property, and enforce animal/parking/burning/grilling-Ordinances. Community Service Officers assist sworn Police Officers at special events. At times, the Community Service Officer will be assigned to perform Booking Officer Duties which include;booking processing of individuals taken into custody by the City of Lake Geneva Police Department, completing appropriate paperwork and other related duties as required. Community Service Officers are also required to perform first responder duties and provide basic emergency medical service. Duties are performed under general supervision of the on-duty supervisor.

**Summary of Position**

The Community Service Officer shall be appointed by the Chief of Police subject to the approval of the Police and Fire Commission and shall be directly accountable for his or her actions and performance to the on-duty supervisor.

**Essential duties and responsibilities**

- Operate, with proficiency, all equipment as related to the Community Service Officer position.
- Enforce parking regulations.
- Complete all paperwork, and documents necessary to the Community Service Officer position, including, but not limited to, citizen contact forms, victim information sheets, juvenile forms, and parking citations.
- Notify parents/guardians of juveniles involved in mischief or those taken into custody.
- Conduct building and premise security inspections.
- Miscellaneous duties where a sworn police officer is not needed.
- Be able to provide essential first aid and cardiopulmonary resuscitation.

- Maintain regular, punctual and predictable attendance, work overtime and extra hours as required.
- Read manuals, policies and any other job-related documents relevant to the requirements of the Community Service Officer position.
- Inspect the booking room and equipment to ensure safety and proper functionality of the equipment.
- Brief supervisors about shift activities.
- Operate office equipment (fax, telephone, computer software, records management system and printer) to send/receive information.
- Other duties as assigned.

### **Qualifications of Position**

- U.S. citizen, minimum age 18.
- A valid Wisconsin motor vehicle operator license is required.
- A high school diploma or general educational development equivalent.
- Ability to perform essential functions of the position and to use standard law enforcement booking room equipment.
- Must pass all required testing, interviews, and any other promotional requirements set by Department Policies and Procedures, and the Police and Fire Commission.

Date Approved by Police and Fire Commission: 03/07/2019

Date Posted: 03/28/2019

Date Effective: 03/28/2019