



24-4870-01

DATE: April 16, 2024 (Item No. {{item.number}})

TO: Board of Supervisors

FROM: James R. Williams, County Executive

SUBJECT: Salary Ordinance related to the realignment of the Hospital Communications Operator classification

RECOMMENDED ACTION

Introduce and preliminarily adopt Salary Ordinance No. NS-5.24.63, an Ordinance amending Santa Clara County Salary Ordinance No. NS-5.24 relating to compensation of employees increasing the salary of the Hospital Communications Operator classification by approximately four percent.

FISCAL IMPLICATIONS

Approval of the recommended action would result in additional cost of approximately \$9,000 in Fiscal Year (FY) 2023-2024, which will be funded within Santa Clara Valley Healthcare's existing appropriation. The ongoing annualized cost is approximately \$60,000, which will be addressed in the FY 2024-2025 budget for Santa Clara Valley Healthcare and will increase the General Fund budget deficit for FY 2024-2025 by the same amount.

REASONS FOR RECOMMENDATION AND BACKGROUND

During the 2021-2022 Classification Study Window, a class study was requested by a Hospital Communications Operator at the Valley Medical Center Communications Department. The incumbent indicated that the Hospital Communications Operator classification does not accurately describe all the duties performed, and it is not properly compensated.

In accordance with the Memorandum of Understanding between the County and Service Employees International Union (SEIU) Local 521, the Labor-Management Committee accepted the classification study request, and Employee Services Agency – Human Resources (ESA-HR) conducted the study.

The Communications Department at Valley Medical Center has one (1) Program Manager II, one (1) Supervising Clerk, one (1) Administrative Assistant, and twelve (12) Hospital Communications Operators. The twelve (12) Hospital Communication Operators report to the Supervising Clerk. The Supervising Clerk reports to the Program Manager II, who reports

to the SCVMC – Chief Executive Officer. The Protective Services Department at the Valley Medical Center campus has one (1) Director of Protective Services, one (1) Assistant Director of Protective Services, one (1) Executive Assistant, one (1) Office Specialist, four (4) Supervising Protective Services Officers, forty-one (41) Protective Services Officers, and three (3) Hospital Communications Operators. The three (3) Hospital Communications Operators report to a Supervising Protective Services Officer, who reports to the Assistant Director of Protective Services. The Assistant Director of Protective Services reports to the Director of Protective Services, who reports to the SCVMC – Chief Executive Officer.

The Communications Department at O'Connor Hospital has one (1) Program Manager II and nine (9) Hospital Communications Operators. The nine (9) Hospital Communications Operators report to the Program Manager II, who reports to the SCVMC – Chief Operating Officer.

The responsibilities of the Hospital Communications Operators are to operate a computerized console and other telephone, paging, emergency, and alarm devices for the Santa Clara Valley Healthcare System and Protective Services Control Center. The Hospital Communications Operator job specification was last revised on February 10, 2004. It is recommended to update the job specification to better describe the purpose of the classification, to accurately reflect the scope of responsibility, to include current standard County job specification language, to add distinguishing characteristics, to add typical tasks, and to properly compensate the classification to align with the surrounding counties.

Currently, the Hospital Communications Operator job specification does not have distinguishing characteristics. It is recommended to add the distinguishing characteristic, “The Hospital Communications Operator classification is distinguished from the Communications Dispatcher classification series in that the Hospital Communications Operator performs duties within a Hospital and Protective Services Control Center setting, whereas the Communications Dispatcher series is expected to answer 911 emergency and non-emergency calls, dispatch incoming requests for law enforcement, and dispatch fire and medical services.”

In addition, the typical tasks were updated to reflect current responsibilities. Some of these tasks include the following:

- Utilizes multiple computerized and telecommunications programs and devices to page and locate physicians and other persons within the hospital system;
- Relays messages for physicians and care teams;
- Monitors cardiac arrest alarms, uses overhead and individual pagers to contact code team to immediately respond to emergency codes, verifies that team members have arrived, and repages when necessary.

Lastly, the job specification was updated to include knowledge and abilities that are required for the classification, in addition to including the County's current job specification language under special requirements.

An external salary survey was conducted of the surrounding counties and hospitals. Comparable classifications were found in San Francisco City and County and San Mateo. The salary survey revealed that the Santa Clara Valley Healthcare System's Hospital Communications Operator (G52) classification is similar in level, scope of responsibility, definition, and employment standards to the City and County of San Francisco's and the County of San Mateo's Telephone Operator. The salary survey found that the current salary assigned to the Hospital Communications Operator is eight percent (8%) below the market average for counties with comparable classifications. Therefore, an increase in salary is warranted. Recognizing the anticipated five percent (5%) general wage increase (GWI), it is recommended to increase the salary of the Hospital Communications Operator by approximately four percent (4%). This would bring the salary from \$25.04 - \$30.17 hourly (prior to the GWI) to approximately \$27.34 to \$32.95 hourly.

The salary recommendation does not create compaction.

The Service Employees International Union (SEIU) Local 521 organization concurs with this recommendation.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

CONSEQUENCES OF NEGATIVE ACTION

The Hospital Communication Operator classification would not be appropriately compensated.

STEPS FOLLOWING APPROVAL

The Clerk of the Board of Supervisors is requested to send OneMeeting notifications of completed processing to Rachel Mestas, Staci Bjerk, Jennifer Paredes-Fricano, and Zullay Rodriguez, Employee Services Agency, Human Resources Department.

ATTACHMENTS:

- NS 5 24 63 ESA Salary Realignment for the Hospital Communication Operator Classification