

TITLE STAFFING POLICY MANUAL	SECTION 9	DEPARTMENT F I R E-RESCUE
SUBJECT STAFFING DESK PERSONNEL DUTIES AND HOURS	PAGE 1 of 3	EFFECTIVE DATE June 28, 2017

9.0 Purpose

This section establishes the duties and responsibilities of all personnel assigned to the staffing desk and the normal operating hours of the staffing desk.

9.1 Normal Operating Hours

- A. The staffing desk's normal operating hours are 0600-1200 hours, 1300-1700 hours and 1800-2030 hours. During these times, a watch will be posted to accept telephone calls and provide service to those with staffing issues.
- B. Outside the hours listed above, employees who have urgent staffing issues shall route them to their battalion chief, via the chain of command. The battalion chief may then page the staffing captain for assistance.
- C. Non-urgent requests can be emailed to the staffing desk at any time and do not require a telephone call.
- D. When staffing needs necessitate a short-term modification to the normal operating hours, the battalion one chief will consult with the on-duty deputy chief of operations and Local 145 representatives before making any agreed upon changes required to complete department staffing.

9.2 Training Requirements

Personnel working at the staffing desk will be provided initial and ongoing training regarding their staffing responsibilities and the use of TeleStaff.

9.3 Staffing Desk Personnel Duties and Responsibilities

Personnel assigned to the staffing desk will have varying degrees of involvement in the operations of the staffing desk, depending on their rank.

- A. Captain (Staffing Captain)
 1. Possess a thorough knowledge of personnel staffing policies and procedures as set forth in the TeleStaff User Manual, this Staffing Policy Manual, and the Operations and Administration Manuals.
 2. Actively participate in and supervise all aspects of the daily staffing process.
 3. Assume responsibility for all staffing desk operations including those which are delegated to other staffing desk personnel.
 4. Ensure personnel staffing policies and procedures are clearly understood, consistently followed and equitably applied by staffing desk personnel.

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5. Provide ongoing policies and procedures training to staffing desk personnel.
6. Fairly and impartially distribute staffing desk work assignments in accordance with the duties and responsibilities specified in this section.
7. Fairly and impartially decide issues of Fire-Rescue Department policy interpretation. If existing policy does not specifically address the issue in question, immediately notify the battalion one chief.
8. Obtain prior authorization for exceptions to policies, procedures, and work rules from the battalion one chief.
9. Transmit all necessary information and coordinate staffing desk operations with the staffing captains assigned to the other divisions, as well as the battalion one chiefs.

B. Engineers

1. Possess a thorough knowledge of personnel staffing policies and procedures as set forth in the TeleStaff User Manual, this Staffing Policy Manual, and the Operations and Administration Manuals.
2. As directed by the staffing captain, actively participate in all aspects of processing the daily staffing and assist with training of newly assigned personnel.
3. Consistently, fairly and equitably apply the established policies and procedures to all staffing desk operations.
4. Immediately inform the staffing captain of any issues which require immediate action, the interpretation of existing policy, or the development of new policy.
5. Obtain prior authorization for exceptions to policies, procedures, and work rules from the staffing captain.
6. Transmit all necessary information to counterparts assigned to the other divisions.

C. Firefighters

1. Possess a thorough knowledge of personnel staffing policies and procedures as set forth in the TeleStaff User Manual, this Staffing Policy Manual, and the Operations and Administration Manuals.
2. As directed by the staffing captain, actively participate in routine pre-

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staffing activities including, taking/logging telephone message, logging/entering leave requests, and performing other pre-staffing tasks, as necessary.

3. Immediately inform the staffing captain of any issues which require immediate action, the interpretation of existing policy, or the development of new policy.
4. Obtain prior authorization for exceptions to policies, procedures, and work rules from the staffing captain.
5. Transmit all necessary information to counterparts assigned to the other divisions.