



Santa Cruz Consolidated Emergency Communications Center

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General Manager

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FIRE
POLICE
MEDICAL

COMMUNICATIONS ADMINISTRATIVE POLICY/PROCEDURE

Policy No. 281 Date Issued: October 29, 2003
Section: 200 – Administrative Policies Date Revised:
Accreditation Standards: CALEA 2.2.4

SUBJECT: EMPLOYEE AUTHORITY AND RESPONSIBILITY

APPROVED:


General Manager

1.0 Purpose

It is the purpose of this policy to define and elaborate on the scope and limits of authority held by Authority employees.

All employees are expected to exercise the full authority of their positions in order to provide the highest level of public safety communications service to our User Agencies and our community.

2.0 Responsibility

The responsibilities of the General Manager are contained in Policy No. 240 (General Manager).

The responsibilities of every classification of Authority personnel are contained within the job specifications for that classification. Copies of all job specifications are available from the Business Office.

3.0 Authority

In accordance with Policy No. 280 (Organizational Program Structure) the General Manager delegates appropriate authority to every employee to execute their assigned responsibilities in accordance with policies, procedures, and other written directives. Where discretion is required, employees shall always act in the best interest of public safety.

Managers and Supervisors have the authority to delegate additional responsibility to their subordinates. However, managers and supervisors cannot delegate their personal responsibility for the performance of their duties. If, in an effort to develop subordinate personnel, managers and supervisors delegate a task to subordinate personnel, the managers and supervisors are responsible for the satisfactory performance of the task.

Competent, fully trained employees should not need to seek higher authority to accomplish their position responsibilities. This does not mean that competent, fully trained employees should not seek assistance when necessary. Managers and supervisors should encourage subordinates to seek assistance whenever necessary.

No employee has the authority to refuse a request for a dispatch service. If an employee questions the ability of a User Agency to provide a requested service, the employee will accept and relay the service request to the most appropriate User Agency.