

EMPLOYMENT CONTRACT OF JENNIFER A. AMENDOLA

AS

DIRECTOR - CITY OF WEST HAVEN

THIS AGREEMENT, made and entered into as of August 28, 2018 by and between the City of West Haven, acting as the City of West Haven for the Combined Police and Fire Dispatch Center (hereinafter referred to as ("The City of West Haven")), and Jennifer A. Amendola of the City of Derby, in the State of Connecticut (hereinafter referred to as ("The Director")).

Whereas the City of West Haven is desirous of retaining the services of The Director as the Director of the City of West Haven 911 Communications Center (PSAP) under the direction of the City of West Haven and the Director is desirous of serving in said position. Whereas the parties hereby agree as follows:


**Article I. Compensation**

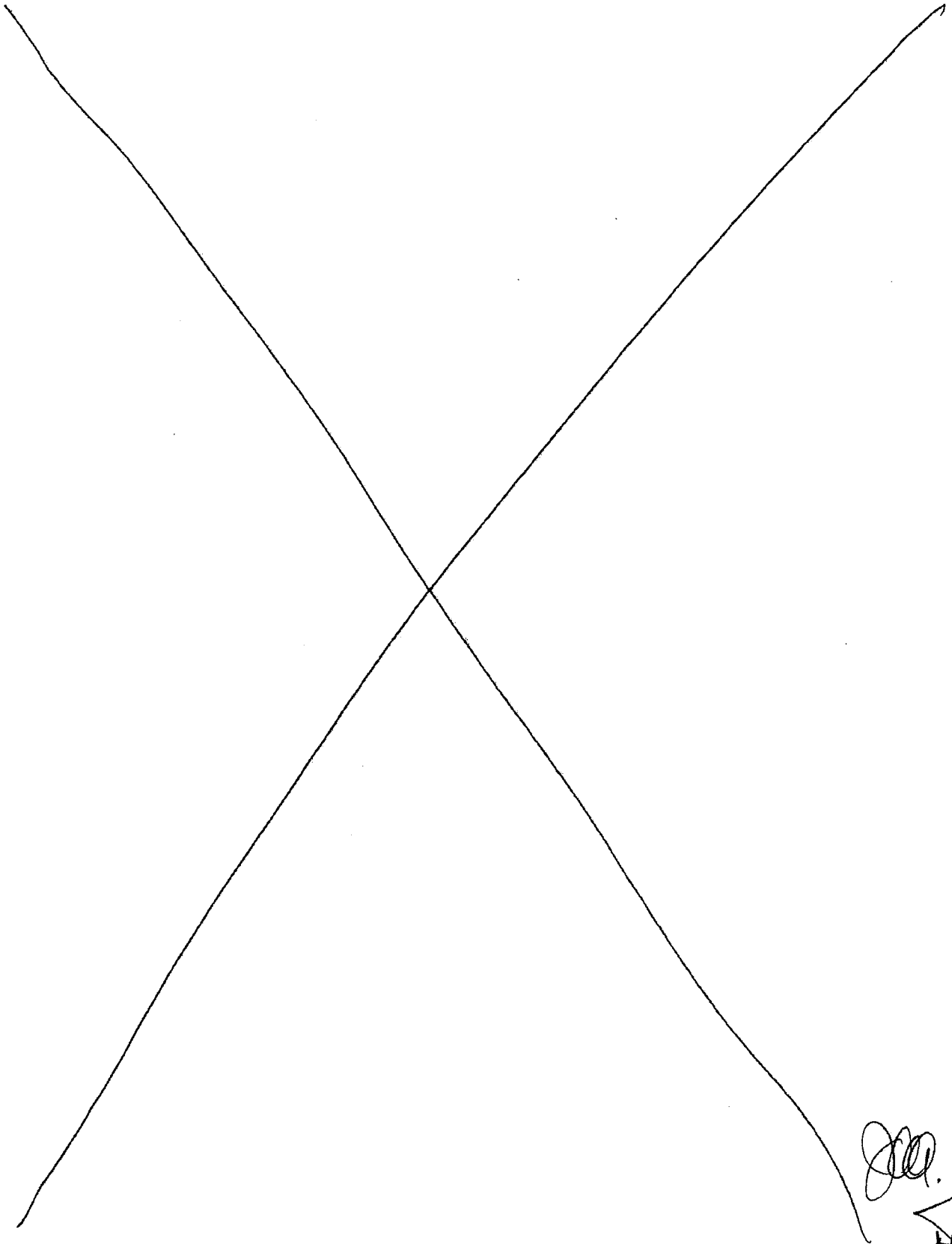
1) The City of West Haven does hereby engage the services of the Director for a period of three years. The Director agrees to the employment as the Director of the City of West Haven 911 Communications Center (PSAP) for such period of time subject to the termination provisions of Article V. The Director shall be paid a salary of \$75,000.00 for the first year of the contract in weekly amounts fifty-two (52) times per year. The Mayor may pay the Director up to a 2% increase for each of the two remaining years of the contract depending on the Director's performance. In addition, the Director may also receive a merit increase at the sole discretion of the Mayor following a recommendation after performance reviews to be held annually by a Fire Chief selected by the three Boards of Fire Commissioners as provided in the Memorandum attached as Exhibit A.

2) The Director hereby authorizes deduction from her salary for all appropriate taxes and 401K contributions.

**Article II. Duties and Responsibilities**

The Director shall have the duties and responsibilities listed in the attached Exhibit B (Job Description: Director - City of West Haven 911 Communications Center (PSAP) June 2010).

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*[Handwritten initials]*

### **Article III. Fringe Benefits**

#### **1) Medical Insurance**

In lieu of medical insurance coverage offered to the City of West Haven Employees, the Director shall be entitled to a yearly payment of four thousand (\$4,000.00), payable in two installments, on January 1st and July 1st.

#### **2) 401K Pension Plan**

The Director shall be offered the opportunity to participate in the City of West Haven's 401K Pension Plan. Contributions to the Defined Contribution Pension Plan shall be as follows: the City's contribution shall be 5% to 8% and the Director's contribution shall be a minimum of 2% to a maximum of 25%. If Director contributes 2% to 5%, the City's match is 5%. For each additional 1% increase made by the Director up to 8% the City will match said contribution up to 8%.

#### **3) Reimbursement**

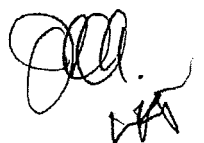
The Director shall be reimbursed for the costs of educational courses, seminars, attendance of conferences and the payment of dues to professional associations related to her duties and responsibilities. Request for reimbursement must be approved by the Personnel Director.

#### **4) Hours of Work**

The City of West Haven and the Director agree that the position of Director of West Haven 911 Communications Center (PSAP) is a bona fide executive position as defined in the regulations adopted by the Commissioner of Labor pursuant to section 31-60 of the Connecticut General Statutes and therefore exempt from the wage and hour provisions of the Connecticut General Statutes. The Director shall be considered as being on duty at all times. Notwithstanding, in the event that the Director works on a holiday provided under Section 6 herein, she shall be entitled to take another day off of her choosing with pay.

#### **4) Additional Fringe Benefits**

The City of West Haven and Director agree that, with the exception of wages, which are provided for in Article I herein, the Director shall be immediately entitled to all of the benefits provided for appointed, non-union employees in the Resolution concerning Fringe Benefits for Non-Union Employees dated November 26, 2007 and attached as Exhibit B, which states that appointed, non-union employees are entitled to and receive, in the same way and manner as currently provided or to be provided in the future to municipal employees covered under the agreement between the City of West Haven and Communications Workers of America AFL-CIO, Local 1103 or any recognized successor bargaining unit, the following benefits:



- (1) Longevity
- (2) Sick Leave
- (3) Military Leave
- (4) Jury Duty
- (5) Bereavement Leave
- (6) Vacations
- (7) Insurance
- (8) Use of City Vehicle during working hours only\*
- (9) Educational Assistance
- (10) Retirement
- (11) Personal Days
- (12) Worker's Compensation
- (13) Holidays

\*Director will use assigned vehicle while at work. Vehicle should remain on city property when Director is not working and should only be used for work; except with permission of the Mayor. In the event the Director is required to use her own vehicle for work, she shall receive mileage reimbursement at the applicable I.R.S. rate.

#### **Article IV. Extension of Contract Term**

The Director and the Mayor shall adhere to the following procedures to address the issue of the extension of the Director's employment under this Agreement for an additional period of three years:

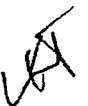
At least three months prior to the end of the second year of this three-year Agreement, the Director shall notify the Mayor that this contract will expire on August 28, 2021 and shall provide the Mayor with the contract clause and request the Mayor to vote for a new three-year Agreement to succeed this Agreement.

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Prior to the end of the second year of this three-year Agreement, the Mayor shall decide the issue of extending the Director's Agreement for an addition three-year period.

Anything in this paragraph to the contrary notwithstanding, the provisions of Article V, herein, shall take precedence and the Director's employment may be terminated under the provisions of said Article.

Employment Contract of Jennifer A. Amendola  
and the City of West Haven, August 2018 Page 3 of 4

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**Article V. Termination**

The Director may only be dismissed for just cause, provided she shall be legally served with a written notice of the intention of the Mayor to remove her, containing a clear statement of the grounds for such removal as well as the time and place of a hearing to be held not less than 10 days after service of such notice. At this hearing she shall be given the opportunity to be heard and has the right to legal counsel. Said hearing shall be held before a single arbitrator mutually agreed upon by the Mayor and the Director and shall be open to the public at the option of the Director.

The Arbitrator shall render his/her decision, setting forth the reasons and evidence relied on, and provide a copy to both the Director and the Mayor.

**Article VI. Entire Agreement**

This Agreement constitutes the sole, only and entire agreement between the parties with respect to the Director's Employment. This agreement may be modified only by written instrument duly executed by each of the parties.

Agreed to on this 28 day of August, 2018 and signed by the parties hereto.

Nancy R Rossi

8/28/18

Mayor

Date 8/28/2018

Jennifer A. Amendola

Jan Sung

Jennifer A. Amendola

Corporation Counsel

**DIRECTOR - CITY OF WEST HAVEN 911 COMMUNICATIONS CENTER**  
**(PSAP)**

This is a highly responsible department head level position providing management and supervisory oversight for all aspects of the City of West Haven Emergency 911 Public Safety Answering Point (PSAP) also known as the ERS Center.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

General oversight and management responsibilities for the PSAP/Communications Center.

Monitors performance and ensures compliance with all certification and accreditation standards.

Plans, organizes and directs department operations. Assigns work and responsibilities to staff. Coordinates, manages and participates in the activities of the PSAP including but not limited to scheduling, training, performance evaluations and discipline.

Develops assessment protocols for evaluating training and/or retraining needs of center personnel. Conducts such regular and ongoing training as required.

Develops, writes and implements standard operating procedure and protocol for PSAP.

Develops, writes and implements the Quality Assurance/Quality Improvement plan for the PSAP including regular update to assure compliance with industry and state of the art standards.

Maintains all records of the activity of the PSAP and prepares reports; payroll, personnel records and analysis of data as required.

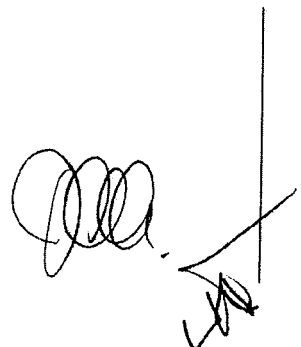
Responsible for administering, documenting and reporting all employee performance management, disciplinary and corrective action activities in accordance with PSAP operational policies.

Responsible for ensuring all equipment is maintained and kept in proper working condition.

Develops annual budget and works cooperatively with appropriate city departments / personnel to provide information and reports as may be required.

Supervises Lead Dispatchers. Oversees and approves all work and time off schedules. Ensures proper staffing patterns are met in order to meet the adequate demand of manpower within confines of the approved budget.

Performs such other duties as may be required.

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## **KNOWLEDGE, SKILLS AND ABILITY**

Knowledge and understanding of management practices.

Progressive supervisory and management experience with subordinates in bargaining unit positions.

Knowledge and understanding of the components of the PSAP

Knowledge of training techniques and the ability to communicate across all levels in a professional manner.

Competencies with all relevant communications systems.

Requires sufficient maturity of judgment to interpret problems and apply solutions. Must have ability to deal tactfully with the public and maintain calm composure under pressure in emergency situations.

## **QUALIFICATIONS**

BA/BS from a four year college or university with major course work in Public or Business Administration preferred or two year degree in relevant fields of study supplemented by additional experience in public safety communications. Minimum requirement of three (3) years progressively responsible supervisory and management experience in similar or related public safety organization. Years of experience may be considered in lieu of educational requirements.

## **SPECIAL REQUIREMENTS**

Requires in-depth knowledge and understanding of essential operating functions of a public safety dispatch center, previous management experience in the oversight of organizational budgets and past experience in the development and revision of policies, procedures and directives is essential. Practical knowledge of radio and telephone communication systems utilized in PSAPs necessary. Must have or be able to obtain the following (State of Connecticut) certifications within one year of appointment: State of Connecticut State Certified Telecommunicator; State of Connecticut State Certified Emergency Medical Dispatcher (EMD); State of Connecticut COLLECT System and the NCIC System certifications.

