



PUBLIC SERVICES OFFICER II

Bargaining Unit: Police Officers' Association

DEFINITION

Under general supervision, the Public Service Officer provides coordination responsibilities and duties to the Public Services Officers, provides general community services in a non-sworn law enforcement capacity; performs a variety of activities in support of the police function related to report writing; investigation assistance; non-moving vehicle violation citation; public relations; transportation of goods, staff, and citizens; enforces parking ordinances; conducts investigations to include investigating complaints of animal viciousness or nuisance, quarantines animals as necessary pursuant to county and state statutes and local ordinances relating to programs of rabies suppression and animal quarantine; enforces the local animal license and leash law; transports prisoners to appropriate facilities providing for their care, conduct, and safety while in the officer's custody; provides support functions including data entry, routine criminal registration, and vehicle citation verification; performs related work as required.

EXAMPLES OF DUTIES

- Drives a radio-equipped vehicle in patrolling and enforcing animal regulation laws and ordinances. For example, receives and investigates complaints and reports from the public and other agencies regarding stray, dangerous, unwanted or improperly controlled dogs, livestock and other animals; answers emergency calls concerning persons bitten by animals; impounds and transports animals to animal shelter when in violation of ordinance requirements as necessary. In addition, gives first aid to animals; investigates and properly quarantines biting animals; maintains truck in a clean and sanitary condition; performs related work as required. Acts as liaison to Animal Shelter, Emergency Vet, etc.
- For crimes with no suspect, lost and found cases, and non-injury collisions: Interviews witnesses or others involved; searches for, collects, and identifies evidence; writes reports.
- Marks abandoned vehicles; maintain file of marked vehicles; cites vehicle/owner for violation after a given period of time of being marked; arranges for tow of vehicle.
- Issues citations for violation of the law. For example, issues vehicle parking and registration citations.
- Searches files for information which will aid in problem resolution, i.e., in apprehending a criminal, returning lost property, or determining the disposition of a vehicle.
- Drives a marked police vehicle; transports children to foster care facilities, citizens including stranded motorists, and city staff; delivers messages, property, and evidence as dispatched to court, citizens, or other agencies.
- Receives and transmits calls for service over the police radio.
- Directs traffic at major injury collisions, chemical spills, malfunctioning traffic signals, and special events.
- Searches and/or obtains specimens from, same sex prisoners.

- Testifies in court.
- Assists with clerical functions.
- Engages in general patrol observation; reports any suspicious activity to dispatch and patrol officers.
- Transports prisoners from Union City to the County jail; transports low risk prisoners from other local agencies.
- Inventories prisoner property.
- Photographs and fingerprints selected prisoners.
- Arranges for and executes the release of prisoners on citations or notices to appear.
- Inspects and cleans the holding facilities in order to maintain health/safety standards.
- Enters data and conducts file searches on the computer.
- Completes registration of habitual sex and narcotic offenders.
- Verifies and certifies that mechanical violations receiving a citation have been corrected.
- Assists in typing, filing, and form completion.
- Assists in routine equipment/vehicle maintenance.
- Provide municipal code updates and additions for best practices and law changes.
- Coordinate training of both current employees (CPT) and new employees (FTO).
- Program manager for PSO position recommendations.

QUALIFICATIONS

Knowledge Of:

English including spelling, punctuation, and grammar; report writing; laws, ordinances, codes, rules, and regulations applicable to reporting, investigative, support, and other duties.

Ability To:

- Read, comprehend, and utilize departmental directives and manuals; understand and carry out written and verbal instructions.
- Operate a police vehicle in a safe and prudent manner; operate a police radio; interview and elicit accurate detailed information.
- Work independently; tolerate stressful situations; collect, analyze, and report information both in written and verbal form.
- Deal tactfully and effectively with the public.
- Read maps; prepare and maintain accurate records.

- Lift moderately heavy and bulky objects; possess the physical ability to perform job duties.
- Follow written and oral instruction; exercise prudence and caution in the transportation of prisoners and professionally with prisoners and the public.
- Type; file alphabetically, chronologically, and numerically.
- Function effectively under stress and evaluate situations for potential danger; collect, analyze, and report information both in written and verbal form.
- Operate office and radio equipment; count and inventory materials.
- Use weapons and maintain proficiency in the use of both the shotgun and pistol.
- Use departmental manuals and reference materials.
- Provide first aid in a medical emergency.
- Meet the physical demands of the job.

OTHER REQUIREMENTS

Must be eligible as an insurable risk as determined by automobile insurance underwriters. Must pass a background investigation which meets the P.O.S.T.-mandated guidelines for Peace Officer Applicants. Must be at least 21 years of age.

Must be able to qualify for certification in arrest and firearms use as outlined in Section 832 of the Penal Code and possess a valid First Aid/CPR certificate within departmental time frames.

Must possess and submit a Work Sample Test Battery (WSTB) score of 320 and pass a 1.5 mile run with a time of less than 14 minutes.

A typical way to meet the requirements outlined is:

The equivalent of a high school diploma, G.E.D., or California High School Proficiency Certificate, and, (2) two years work experience involving motor vehicle operation, police services, or related activity.

LICENSE

Must possess a valid California Driver's License and currently have a good driving record of at least (2) two year's duration according to the Department of Motor Vehicle's negligent operator guidelines.

EMPLOYMENT STANDARDS

Experience – High school graduation/GED and one year of responsible work experience in a position involving considerable public contact. Desirable qualification of six months experience in caring for animals.

Knowledge and Abilities – Ability to establish and maintain effective relations with the public and fellow employees; ability to read and follow established written or verbal instructions; ability to exercise tact and good judgment; ability to write correct, concise reports; ability to react with reasonable and effective courses of action and according to various situations including the issuance of court citations or other legal action; ability to learn the use and care of small firearms, tranquilizer guns and other assigned equipment.

Desirable Knowledge and Abilities – Knowledge of state laws and local ordinances pertaining to the care, treatment, impounding of animals and of provisions relating to collections from the sale of dog licenses; knowledge of the various breeds of animals, their care and feeding; ability to handle animals properly; ability to recognize symptoms of rabies and the diseases of animals; knowledge of procedures relating to the quarantine and release from quarantine of potentially rabid animals.

Physical and other Requirements – Physical strength and agility to insure effective performance of prescribed functions; be in good physical condition; ability to lift minimum of 75 lbs; possession of a valid California Driver’s license.

The above statements reflect the general detail considered necessary to describe the functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Physical Environmental Demands:

Rare = < 10%, Occasional = 11-33%, Frequent = 34-66%, Constant = >66%

Sitting: Frequent
Walking: Frequent
Standing: Frequent
Bending (neck): Frequent
Bending (waist): Frequent
Squatting: Rare (Frequent – chalking tires)
Climbing: Rare
Knelling: Occasional
Crawling: Rare
Balancing: Occasional
Twisting (neck): Frequent
Twisting (waist): Occasional
Grasp – light (dominant hand): Frequent
Grasp – light (non-dominant hand): Frequent
Grasp – firm (dominant hand): Frequent
Grasp – firm (non-dominant): Frequent
Fine manipulation (dominant): Occasional
Reach – at/below shoulder: Frequent
Reach – above shoulder level: Occasional

Push/pull:
Up to 10 lbs. Occasional
11 to 25 lbs. Occasional
26 to 50 lbs. Rare
51 to 75 lbs. Rare
76 to 100 lbs. Rare
Over 100 lbs. Rare

Lifting:
Up to 10 lbs. Occasional
11 to 25 lbs. Occasional
26 to 50 lbs. Occasional
51 to 75 lbs. Rare

76 to 100 lbs. Rare
Over 100 lbs. Rare

Carrying:

Up to 10 lbs. Occasional
11 to 25 lbs. Occasional
26 to 50 lbs. Occasional
51 to 75 lbs. Rare
76 to 100 lbs. Rare
Over 100 lbs. Rare

Coordination:

Eye-hand: Required
Eye-hand-foot: Required
Driving: Required
Acuity, near: Required
Acuity, far: Required
Depth perception: Required
Accommodation: Required
Color vision: Required
Field of vision: Required

Talking:

Face-to-face contact: Required
Verbal contact w/others: Required
Public: Required

Hearing:

Normal conversation: Required
Telephone communication: Required
Earplugs required: Not required

Work environment:

Works indoors and outdoors, exposure to extreme hot or cold temperature, being around moving machinery, exposure to marked changes in temperature/humidity, exposure to dust, fumes, smoke, gases, odors, mists, or other irritating particles, exposure to toxic or caustic chemicals, exposure to excessive noise, exposure to radiation or electrical energy, exposure to solvents, grease or oil, exposure to slippery or uneven walking surfaces, using computer monitor, exposure to flames or burning items, may work with others or independently.