Date Adopted: 6/13/06 Date Amended: 12/12/06

CITY OF GLENDORA

POLICE SERVICE REPRESENTATIVE I

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, receives requests for law enforcement services and dispatches units via radio; maintains contact with department personnel in the field; operates the City jail; processes and books prisoners; monitors the condition and status of individuals held in custody; completes related forms; performs related duties as required.

CLASS CHARACTERISTICS

<u>Police Service Representative I:</u> This is the entry level class in the Police Service Representative Class series. Incumbents are trained and assigned as Police Dispatchers.

<u>Police Service Representative II:</u> This is the journey level class in this series. Positions in this class are filled by advancement from the lower class of Police Service Representative I. Incumbents are expected to perform the full range of duties and responsibilities of both jailer and dispatcher positions and will complete all required training.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

<u>Jailer</u>

 Books, photographs, searches, and takes fingerprints and/or DNA samples of incoming prisoner; obtains information from prisoners and completes forms regarding medical background and other matters; completes tattoo charts; observes prisoner's physical and mental state to determine proper cell placement or need for medical or other attention; transports prisoners; performs blood alcohol testing and obtains breath samples using an intoximeter; escorts prisoners to cell; provides for telephone calls and visitations. (All)

- 2. Catalogs property brought into jail; books, stores, and maintains evidence; releases property to owners. (a b e g h i j k l p q)
- 3. Monitors the activities and condition of prisoners in the jail; physically subdues and controls prisoners as required; calls for medical or other assistance; prepares and delivers meals; conducts jail searches; screens jail visitors; distributes mail; inspects cells for cleanliness and safety. (a b c d e f g h i j l n p q)
- 4. Assigns bail; receives and reviews bail forms for consistency with regulations; releases prisoners after accepting bail; receives, records, and accounts for bail money. (a b c e f g h j o q)
- 5. Transports prisoners to and from court or other prisoner holding facilities. (c d e f g h i j l m p q r)
- 6. Provides temporary assignment and vacation relief for other staff as necessary. (All)

Dispatcher

- Receives requests for police or other emergency services over the phone; answers 911 calls; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect City police operations; monitors cameras throughout the building. (All)
- 2. Dispatches, as necessary, police and animal control units in response to calls for service or requests from officers in the field; uses law enforcement terminology and cites Code sections by number; calls public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities and requests mutual assistance when necessary; acts as liaison to other City Departments. (All)
- 3. Keeps track of police unit locations and status; maintains constant radio communication with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, criminal histories and property checks; relays information and instructions to personnel in the field. (All)
- 4. Maintains accurate log of incoming service requests and actions taken; prepares other reports and records as directed; maintains files necessary for dispatch as assigned; enters, updates, and retrieves information from the computer and teletype networks. (a b c e f g h j o)
- 5. Provides general information to the public; as necessary, refers callers to appropriate agencies; calms angered or distraught callers; maintains calm in radio transmissions during hectic, tense, and dangerous situations; may assist citizens and police officers with translation related needs. (All)
- 6. Provides temporary and vacation relief for other staff as necessary; may occasionally perform same sex body searches in absence of other personnel. (All)

7. When assigned to Court Officer duties, reviews cases and presents them to District Attorney, maintains detailed and accurate records of all cases assigned and pending; acts as the primary link between the Police Department and the court. (a b c e f l m o q r)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

<u>Jailer</u>

- a. Communicate clearly and concisely, both orally and in writing.
- b. Write legibly and keep records.
- c. Deal effectively with individuals in a controlled environment.
- d. Perform manual tasks which may require occasional heavy lifting or strenuous exertion.
- e. Give and understand instructions.
- f. Exercise good judgment in emergency situations.
- g. Work with a minimum of supervision.
- h. Learn booking and related procedures.
- i. Learn department procedures and policies.
- j. Understand, explain and apply policies and procedures.
- k. Learn the rules for processing and custody of evidence.
- I. Display keen observation skills and remember names, faces and details of evidence.
- m. Perform technical aspects of taking and filing fingerprints.
- n. Administer first aid in emergency situations.
- o. Meet the physical requirements established by the City.
- p. Work rotating shifts, weekends, evenings, holidays and emergency duty.
- q. Control and subdue prisoners.
- r. Safely operate vehicles.

<u>Dispatcher</u>

- a. Communicate clearly and concisely, both orally and in writing.
- b. Type accurately at a speed of not less than 25 net words per minute.
- c. Understand and follow oral and written instructions.
- d. Learn and follow standard broadcasting procedures and rules.
- e. Learn and utilize a wide variety of codes and computer commands.
- f. Spell accurately.
- g. Works various shifts including weekends and holidays.
- h. Operate computer terminal and other office equipment quickly, accurately, and at times, concurrently.
- i. Respond to emergency and problem situations in an effective manner.
- j. Understand, explain and apply policies and procedures.
- k. Dispatch police units quickly and effectively.
- I. Speak clearly and precisely.
- m. Work under pressure and exercise good judgment.
- n. Effectively communicate and elicit information from upset and irate citizens.
- o. Work with a minimum of supervision.
- p. Learn procedures for conducting body searches on same sex prisoners.

Court Officer

- q. Present information to District Attorney's office.
- r. Disposition cases and advise suspects, witnesses, and victims of final case dispositions.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Police Service Representative I: Graduation from high school or equivalent.

<u>Police Service Representative II:</u> And one year of experience as a Police Service Representative I with the City of Glendora or comparable experience.

Knowledge and Skill Levels

<u>Police Service Representative I/II:</u> Considerable knowledge of office procedures, record keeping system, forms, correspondence, reports and other materials common to operation of a police department; police dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; agencies involved with police activities; Penal Code, Vehicle Code, and local municipal code; 911 system and TDD Deaf Translation System; computerized systems used in municipal law enforcement agencies.

Special Requirements

<u>Police Service Representative I:</u> Completion of a P.O.S.T. approved entry level Police Dispatcher basic training course prior to completion of probationary period.

<u>Police Service Representative II:</u> Completion of S.T.C. or P.O.S.T. certified course in Jail Operations and completion of P.O.S.T. approved entry level Police Dispatcher basic training course.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

<u>Environment:</u> Work is performed primarily in a standard office setting, with potential exposure to inclement weather conditions, hostile environments, and travel from site to site. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions, and contact in person and on the telephone with a variety of City staff and others; varying working hours, including evenings, weekends and holidays. At least minimal environmental controls are in place to assure health and comfort.

<u>Physical:</u> Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine

coordination including use of a computer keyboard; and to verbally communicate to exchange information.

<u>Vision:</u> See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by Johnson & Associates LLC June, 2006