



## Title: Police Services Officer

FLSA Status: (Non-Exempt)

### BRIEF DESCRIPTION:

The purpose of this unarmed position is to provide a variety of specialized law enforcement, customer service, crime prevention, prisoner care, and custody duties in support of the Police Department. This is accomplished by performing customer service and specialized public safety work in the areas of Patrol, Crime Investigation, Prisoner Transport, and administrative support, depending upon area of assignment. Other duties may include completing related tasks as assigned.

### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Participates in booking, searching and identifying new prisoners; verifies information on booking forms; photographs and fingerprints prisoners, processes property for safekeeping, enters information into computer system.
2	M	Provides transport for prisoners and other individuals as directed; inspects and cleans vehicles as required. Maintains the safety and security of detainees and facility; controls prisoner behavior and promotes acceptable conduct.
3	M	Investigates minor reports of crime in person and by phone. Responds to accident calls, conducts on scene investigations, issues citations, prepares reports and testifies in court as necessary. Assists in traffic control and perimeter security at major accident and crime scenes. Responds to abandoned vehicles, towing requests, roadway hazards and motorist/citizen assists. Utilizes Mobile Command Center/van for major accidents.
4	L	Assists citizens with a variety of customer service functions; receives and routes calls, receives and routes subpoenas electronically, assists with receipt and distribution of mail. Checks local and state warrants and collects and distributes related paperwork.
5	L	Receives, prioritizes and responds to reports of crimes such as criminal



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		damage, theft of property and burglary; responds to walk-in citizen complaints and crime reports; monitors security cameras.
6	L	Performs a variety of administrative tasks; prepares paperwork, reports, logs and related documents, orders forms and supplies as necessary.
7	M	Transports or retrieves evidence; photographs, fingerprints, and processes prisoners for transport; assist with crime scene processing, assist with Automated Fingerprint Identification System (AFIS).



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements	
Experience	9-12 months experience. Moderate previous experience required in the same or similar previous positions. The job requires a working understanding of common techniques, methods, practices, procedures, use of forms, routines, etc., of an intermediate nature.
Education	High school graduation or equivalency.
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires moderate physical exertion. Forces exerted are equivalent to lifting between 10 and 25 pounds. Job requirements for manual dexterity or physical manipulation are also moderate. The need for physical stamina and endurance is of some significance. The degree of physical strain produced on the job is moderately taxing, and is fatiguing. Work could involve a considerable amount of walking, standing, a confining or tiring work position, or constant periods of sitting in one position where the freedom does not exist to walk about. Some positions require frequent deployment on a police bicycle for the purpose of patrolling parks and trails.
Contacts	Contacts are an integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a significant impact on the organization. Errors are difficult to detect and result in immediate impact on resources and continuing influence on operational effectiveness. Revenue, productivity, service, quality, security of assets or external relationships may be adversely affected. Corrections may be more costly than original action.
Environment	Exposure to moderately adverse and undesirable environmental conditions. Some health and safety adverse risks. May require safety equipment and precautions.
Safety	Responsible for personal performance as a source of serious safety risk. Work involves the use of hazardous tools, equipment and/or materials OR ensuring organizational compliance with rules, procedures and legislation for safe operation of facility, safety and development of safe work procedures.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Certifications & Other Requirements	A valid drivers' license is required at time of application. Upon date of hire, a valid <u>Arizona</u> drivers' license is required. Full Police Department background check required, including polygraph (must be 18 years old to consent) Attainment of Arizona State Criminal Justice Information Systems Terminal Operator Certification within 6 months of hire – obtained through on the job training.
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**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with “L”-				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	F	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	O	Paperwork
Fine Dexterity	O	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	N	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	N	Stairs, step stools
Balancing	N	On step stools
Vision	F	Reading, computer screen, driving
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	F	Driving
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Standard Office Equipment, Microsoft Office. Bicycle, vehicle, pepper spray, baton, radio/phone, and camera.

**ENVIRONMENTAL FACTORS:**

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never	
-Health and Safety Factors-						-Environmental Factors-					
Mechanical Hazards			R		Respiratory Hazards			S			
Chemical Hazards			N		Extreme Temperatures			S			
Electrical Hazards			N		Noise and Vibration			N			
Fire Hazards			N		Wetness/Humidity			S			
Explosives			N		Physical Hazards			W			
Communicable Diseases			N								
Physical Danger or Abuse			R								
Other: Traffic			F								

**PROTECTIVE EQUIPMENT REQUIRED:**

Personal Protective Equipment as required. Bicycle helmet.

**NON-PHYSICAL DEMANDS:**

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			O
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			F
Performing Multiple Tasks Simultaneously			O
Working Closely with Others as Part of a Team			O
Tedious or Exacting Work			R
Noisy/Distracting Environment			O
Other			

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	X
Shop		Other	
Recreation/Neighborhood Center			