



CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
POLICE SERVICES OFFICER

Classification Specification
(Classified)

DEFINITION

Under general supervision, performs a variety of routine, non-hazardous work at the police station and in the field; provides and acquires information, makes reports; books, processes and maintains custody of prisoners; performs crime prevention and auxiliary police duties; and does related work as required and necessary.

SUPERVISION RECEIVED

The Police Services Officer is a non-sworn employee assigned to the Police Department who reports to either sworn safety officers of any rank or non-sworn supervisory employees.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Police Services Officer. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

1. Responds to citizen inquiries and requests for police services, at the public counter, over the telephone and in the field, regarding criminal and civil matters, traffic accidents and miscellaneous incidents requiring police action;
2. Refers citizens to other public agencies, gives directions and provides general assistance;
3. Ability to distinguish criminal from non-criminal conduct;
4. Prepares crime, traffic and miscellaneous police reports;
5. Prepares and maintains various records and statistical reports;
6. Conducts abandoned auto investigations and impounds abandoned vehicles;
7. Inspects properties at the request of vacationing residents;
8. Inspects businesses and residences upon request to determine susceptibility to criminal attack and recommends security precautions;
9. Participates in crime prevention education activities and conducts meetings of community groups;
10. Maintains security of property and evidence and maintains property and prisoner records;
11. Books, fingerprints, photographs and assigns prisoners to cells;
12. May be called upon to testify in court;
13. Supervises the feeding of prisoners;
14. Orders and maintains supplies;
15. Provides crowd control;
16. Serves subpoenas;
17. Follows all applicable safety rules and regulations;

18. Works and coordinates efforts with other staff, city departments and outside agencies, as needed;
19. Shift work, evening, holiday and weekends work;
20. Assists detectives, traffic and patrol officers as directed; and
21. Performs other related duties as required and necessary.

DESIRED MINIMUM QUALIFICATIONS

Training and Experience:

1. Graduation from high school or GED equivalent; and
2. A minimum of one (1) year of related experience, or two (2) years of experience in a position requiring public contact in an area such as customer service; or
3. A combination of education and/or experience that clearly demonstrates the abilities necessary to perform the job.

Necessary Knowledge, Skills and Abilities:

1. Ability to follow written and oral instructions;
2. Ability to acquire a working knowledge of criminal and vehicle codes and differentiate between crimes and torts;
3. Ability to obtain information through interview and observations;
4. Ability to write clear, concise reports;
5. Ability to handle calls, questions and complaints in an appropriate manner;
6. Ability to walk, lift, stoop, and sit while performing duties;
7. Ability to analyze situations quickly and objectively;
8. Ability to cope with emotional situations firmly, courteously and tactfully;
9. Ability to react quickly and calmly to emergency situations;
10. Ability to supervise inmates in a concisely manner;
11. Ability to maintain and keep records in an accurately form;
12. Ability to operate computer terminal and typewriter;
13. Ability to read and understand departmental policies and regulations;
14. Knowledge and skill in operating vehicles, equipment and tools necessary for the performance of this job;
15. Ability to learn the organization and functional responsibilities of the City departments, community services and organizational units within the Police Department.

SPECIAL REQUIREMENTS

1. Must possess a valid California Driver's License or have the ability to obtain one prior to appointment;
2. Must possess a State of California Custodial Officer certification or obtain prior to appointment;
3. Must attain certification as per section 832 of the California Penal Code during the first year of employment;
4. Must be at a minimum of 18 years of age at time of appointment;

TOOLS AND EQUIPMENT USED

Personal computer, mobile or portable radio, motor vehicle, phone, copy and fax machine.

PHYSICAL DEMANDS AND WORKING CONDITIONS

While performing the duties of this job, the employee may frequently walk and/or drive to specific locations; works indoors in secure location, and/or works outdoors and may be exposed to variable weather conditions. The employee is frequently required to walk, stand, stoop, kneel and use arms, legs and back to occasionally lift and/or move up to 35 pounds. Employee will use arms to reach and carry and use hands and fingers to operate, and handle objects and controls. Vision abilities required by this job include close vision, depth perception, night vision and the ability to adjust focus. Employee must be able to accurately perceive sounds. Noise levels are moderately to loud when outdoors.