

POLICE SERVICE OFFICERDEFINITION

Under general supervision, performs responsible public contact and other police functions not requiring sworn authority.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

At a public counter, over the phone and in the field, receives and responds to citizen inquiries and requests for police service regarding criminal and civil problems or miscellaneous incidents requiring some police action. Prepares crime, traffic accident, incident and miscellaneous police reports. Performs vehicle checks to determine if vehicle equipment violations have been corrected. Provides liaison with Neighborhood Watch groups on matters related to safety and the prevention of burglaries. Compiles statistical data and writes articles for a newsletter and other publications and provides for their distribution. Coordinates and participates in public presentations to community groups. Develops and conducts crime prevention educational programs targeting residences, business establishments and schools. Conducts security inspections and recommends security improvements. Reviews construction plans and inspects building sites for compliance with City building security ordinances. Assists in and performs investigations. Monitors pawn shop activities by collecting and processing pawn slips. Serves as court liaison for certain details such as narcotics and career criminal details. Responds to traffic accidents, secures area, and conducts investigation. Prepares and maintains various records, statistical summaries and logs. Represents the Police Department in inter and intra agency settings. May train and assist in guiding the activities of lower-level personnel. Performs other functions as assigned in any division of the Police Department.

DISTINGUISHING FEATURES OF THE CLASS

The work of the Police Service Officer class differs from Police Service Assistant in its complexity and level of responsibility. The former requires journey-level employees able to use considerable personal judgment and initiative as incumbents frequently work off-site without close supervision.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of experience comparable to that of a Police Service Assistant in the City of Santa Ana. Graduation from high school or a G.E.D. may be used in combination with experience to provide the knowledge, skills and abilities listed below.

### DESIRABLE KNOWLEDGE SKILLS AND ABILITIES

Knowledge of: the organization and operation of a municipal police department and of the community services provided by other public and private agencies; various criminal and vehicle codes and of departmental rules, regulations, policies and procedures relevant to the classification. Working knowledge of building security devices and strategies and the City's building security ordinance.

Skill in: the operation of personal computers is desirable.

Ability to: develop and deliver oral presentations to single individuals as well as large groups; write clear, concise and legible police reports in an appropriate format and to author newsletters, correspondence, and other written documents; analyze criminal activity data and identify trends, aggravating circumstances, possible suspects, etc.; take charge in crisis situations, such as traffic accidents, and respond appropriately by requesting medical or other assistance, administering first aid and preserving the scene; establish and maintain effective working relationships with other individuals such as block captains, business owners, district attorney employees and co-workers.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Appropriate individuals enjoy a variety of public contact, whether it be organizing neighbors into self-help groups, speaking before large groups, soliciting information from victims, witnesses and criminals, or working with building contractors to eliminate safety hazards in new construction. Their sound observational and analytical skills are put to use in conducting investigations. Police Service Officers are able to work in a paramilitary environment and without close supervision to accurately determine work pace and priorities. Successful incumbents are willing to rotate into various assignments as the priorities of the Police Department and the needs of the City change.

\*Some positions in the class may require bilingual capabilities.

Class title established per Council Resolution No. 74-50,  
effective 4-1-74

Class specification revised and approved: 11-89  
Revised: 6/94