

TRAFFIC SERVICES SPECIALIST

DEFINITION

Under general supervision, supervises part-time crossing guard personnel and administers the City's crossing guard program.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Recruits, trains, schedules, monitors and evaluates the performance of crossing guards staffing key crosswalks near Santa Ana schools. Maintains payroll records and personnel files of crossing guards. Issues equipment and maintains equipment inventory. Composes and prepares correspondence to crossing guards, citizens and schools. Receives and investigates citizen complaints regarding crossing guards. Performs crossing guard and traffic control duties in a relief capacity. Issues citations in the enforcement of vehicle code and municipal-code laws and testifies in court regarding these. Assists citizens, such as stalled motorists, when in field. Performs vehicle checks to determine if vehicle equipment violations have been corrected. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This one-position class is unique because of its assigned responsibility to provide for the safe passage of a certain age group of school students through specified crosswalks throughout the city. The incumbent works independently under very general guidelines supervising a large number of part-time employees. The incumbent may supervise other subordinate personnel.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of experience comparable to that of a Police Service Officer in the City of Santa Ana. Two years of college with major coursework in police science, business or public administration, social science or a related field may be used in combination with experience to provide the knowledge, skills and abilities listed below.

DESIRABLE KNOWLEDGE SKILLS AND ABILITIES

Knowledge of: supervisory principles and techniques; the organization and operation of a municipal police department and of departmental rules, regulations, policies and procedures relevant to the classification; various criminal and vehicle codes; and state law governing the deployment of crossing guards.

Skill in: using radio receiving and transmitting equipment; the use of a personal computer is considered desirable.

Ability to: develop and present a training program for crossing guards; organize and maintain financial and other records such as payroll data and inventory records; write citations, police reports, routine and special correspondence; express ideas clearly and concisely orally as well as in writing; and establish and maintain effective working relationships with school officials, crossing guards, and other co-workers.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is one who can elicit cooperation, reliability, and commitment from a large number of part-time personnel working varying hours. He or she must be a problem solver able to react quickly and appropriately to unexpected staffing shortages in order to ensure required coverage. The appropriate individual is highly organized and has the ability to keep track of the different schedules and special activities of three school districts and convey this information to crossing guards in a timely manner.

Class title established per Council Resolution No. 89-070,
effective 7-1-89

Class specification prepared and approved 12-89
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Reviewed: 12/02
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