

City of South San Francisco
Human Resources Department

Police Service Technician
Class Description

Definition

Under general supervision, relieves sworn police from a variety of non-hazardous tasks; responds to service calls of a non-felonious and non-violent nature; performs certain telecommunications tasks; and does other related duties as assigned.

Distinguishing Characteristics

This classification is distinguished from that of a sworn position in that it does not have the full duties of a police officer. Positions in this class work under general supervision within established procedures and must perform a variety of duties. Incumbents have frequent contact with the public and other law enforcement agencies requiring a response to a variety of procedural questions and providing information. Incumbents must work rotating shifts, including holidays and weekends, and may be called in for emergencies.

Typical and Important Duties

1. Responds to a wide variety of non-hazardous service calls and thoroughly investigate all details of incidents to determine police involvement.
2. Gathers, summarizes, and prepares reports of all criminal intelligence data encountered and conditions conducive to crime or which might endanger public safety.
3. Observes, reports, and follows-up on conditions that pose potential threats to public safety and health.
4. Writes non-moving parking violations and abandoned vehicle citations; arranges for towing of such vehicles.
5. Provides traffic control at fires, special events, and in other emergency congested situations.
6. Responds to, or assists sworn officers in responding to accident and criminal activity calls; takes reports, photographs, and fingerprints.
7. Prepares diagrams; collects and books evidence.
8. Assists with the refueling, washing, and mileage checks on vehicles; checks for necessary supplies in vehicles such as flares, blankets, etc.
9. May transport sworn officers, equipment, citizens, and witnesses as necessary.
10. Transports police units as assigned.
11. Provides special follow-up services such as notifying businesses of security problems, emergency contact cards, and vacation and neighborhood checks.
12. Provides School Crossing Guard relief and subpoena service, and other essential non-hazardous duties related to police operations.
13. Relieves parking enforcement staff, as needed.
14. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Computer applications related to the work, including word processing, database, and spreadsheet applications.

Ability to:

- Prepare clear, concise, and comprehensive reports.
- Learn standard broadcasting procedures of a police radio system.
- Understand and carry out oral and written directions.
- Learn and apply knowledge of local geography.
- Deal effectively with citizens and the public in a variety of unusual and undesirable non-hazardous situations.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

None required.

Training:

Equivalent to graduation from high school.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, maintain sustained posture in a seated position for prolonged periods of time, and lift and carry 100 pounds; hearing and speech sufficient to communicate in person and over the telephone and radio; drive standard police vehicles.

Work Environment:

Work in a standard field environment; exposure to noise, inclement weather, chemicals, fumes, mechanical and electrical hazards, moving objects, traffic and traffic hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; availability for shift work, on-call, and stand-by.

Additional Information:

- Approved: April 1994
- Revised Date: July 1997, September 2002, June 2003
- Former Titles:
- Abolished:
- Bargaining Unit: PA
- DOT: No
- Status: Classified/Non-exempt
- Job Code: C125