

**MULTI- SERVICE OFFICER**

**GENERAL PURPOSE**

The function of the Multi-Service Officer is to provide general law enforcement services for the community, that do not require legal powers of a sworn police officer, and to provide select aspects of prisoner custodial duties. This is a field position functioning under the supervision of a patrol sergeant.

**SUPERVISION RECEIVED:**

Works under the close supervision of a Police Sergeant, typically the Sergeant assigned to patrol.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Maintain accurate records and write accurate incident or crime reports.
- Take non-injury collision reports, counter reports, and found bicycle/property reports.
- Perform parking enforcement and abandoned vehicle abatement duties.
- Enforce Municipal Code as directed.
- Direct traffic in emergencies or congested situations.
- Conduct follow-up on select investigations and assist in locating missing juveniles.
- Collect and assemble information as may be required to assist in criminal investigations.
- Collect and assist in packaging evidence at crime scenes, as directed.
- Transport prisoners to County jail.
- Illegal dumping reports.
- Cold auto burglaries and vehicle thefts.
- Reports of vandalism, when no suspects or evidence available only.
- Minor misdemeanor or civil check investigations.
- Citation signoffs.
- Assist with crime prevention, public education, and collaborate with other community organizations.
- Build rapport with community through activities like crime prevention presentations and attending events; assist with city-wide community events
- Record duties as needed.
- Appear in court and give testimony relative to citations issued.

- Vehicle lockouts.
- Illegal sign removal.
- Deliver and pick up documents for court, as needed.
- Pick up and properly dispose of dead animals found on public streets or property.
- Transport impounded animals to Animal Services (ASA).
- Assist ASA, Native Animal Rescue, Department of Fish and Game, and Marine Mammal Rescue.
- Patrol beach area for:
  - Beached/stranded sea mammals,
  - Dogs,
  - Alcohol, and
  - Illegal bonfires.
- Other related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **General:**

- (A) Must be 20 years or older at the time of employment.
- (B) Valid California Driver's License.
- (C) No felony convictions or disqualifying criminal histories within the past seven years; and
- (D) Must be able to read and write the English language.

### **Education and Experience:**

Any combination of education and experience that provides the skills and abilities shown above is acceptable. A way to obtain these qualifications would be:

- (A) High school diploma or GED equivalent.
- (B) Two years of employment, which includes working with the public

Experience in a law enforcement or related agency is preferred. Ability to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological exam.

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### **Knowledge Of:**

- Basic law enforcement terminology and concepts.
- Techniques for dealing with varied groups of people, particularly in circumstances where relations may be strained.
- Laws, codes, and ordinances relevant to assigned duties.
- Standard record keeping and report writing procedures.
- Department and City policies and general orders.

### **Skills In:**

**MULTI-SERVICE OFFICER**

- Observing and accurately recalling places, names, faces, and incidents.
- Understanding and following oral and written directions.
- Interpreting and applying complex laws, procedures, and policies.
- Obtaining accurate information from individuals in non-emergency and emergency situations.
- Handling multiple activities simultaneously while maintaining attention to detail.
- Establishing and maintaining effective working relationships with those contacted in the course of business.
- Making rapid, sound, independent judgment within legal and procedural guidelines.
- Use of common office equipment and software, including Microsoft Office and specialized law enforcement software.

Ability to:

- Ability to follow verbal and written instructions.
- Ability to understand, apply and explain rules and procedures.
- Ability to act in a courteous and effective manner when dealing with the general public.
- Ability to write clear, comprehensive and legible reports.
- Willingness to work various hours, rotating shifts, weekends and holidays, and be available for callback, as needed.
- Interpersonal skills sufficient to allow for training and successful interaction with the public; ability to deal with a wide range of people tactfully and professionally
- Maintain care and custody of arrestee.
- Operate radio and telephone equipment, following departmental and F.C.C. regulations.
- Perform various law enforcement support work.
- Quickly learn the policies, procedures and performance standards pertaining to the work.
- Think and act quickly in emergencies and evaluate situations and people accurately.
- Quickly learn and retain complex laws, codes and case law pertaining to law enforcement duties.
- Use discretion effectively to determine a proper course of action consistent with a community-oriented, problem-solving approach to policing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Perform in a manner which reflects the City and Police Department mission, values and goals.
- Learn the City's geography.

## **TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and specialized software, police radio, phone, , calculator, fax machine, copy machine. Police car, police radio, , handcuffs, taser, and, first aid equipment.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk and hear. The employee is frequently required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, , or controls; reach with hands and arms, climb or balance, stoop, kneel, crouch.o

While performing the duties of the job, the employee is regularly required to run, jump, push, pull, drive safely as high speeds and in adverse conditions.

Employees must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus, and be free from color blindness.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually quiet in the office to moderately noisy in the field. The employee works both indoors and outdoors, including time spent in a patrol car or other police vehicle. Employees go from being seated in a docile position in their vehicle or office to a highly energized position, and then return to the docile position. The job can be very fast-paced and may require quick changes in pace within a short period of time.

## **CORE VALUES COMMON TO ALL POSITIONS**

- Developing and maintaining a thorough working knowledge of all departments and applicable City policies and procedures in order to help facilitate compliance with such policies and procedures by all employees.
- Demonstrating by personal example the service excellence and integrity expected from all employees by representing the City in a professional manner within our organization, to the general public, and with other agencies.
- Developing respectful and cooperative relationships with co-workers, including a willingness to assist newer employees.
- Conferring regularly with and keeping the immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which accountable.
- Working collaboratively within the organization and community to advance the values of teamwork, innovation, customer service, professional development, and meeting challenges.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Dated: 8-16-11

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