



## Police Services Officer

Class Code:  
T30

Bargaining Unit: Part-time non-represented

CITY OF FOUNTAIN VALLEY  
Established Date: Dec 2, 2013  
Revision Date: Jan 15, 2014

### SALARY RANGE

\$19.77 - \$21.80 Hourly  
\$3,426.80 - \$3,778.67 Monthly  
\$41,121.60 - \$45,344.00 Annually

### CLASS DESCRIPTION:

### **CLASS DEFINITION:**

Performs a variety of responsible public contact duties by phone and in person, parking enforcement, issue citations, assist in evidence collection and documentation; and performs other duties as assigned.

### **SUPERVISION RECEIVED:**

The incumbent works under direct supervision.

### ESSENTIAL DUTIES:

Provides effective customer service both on the phone and in person; answers emergency and non-emergency phone calls.

Operate distinctively marked police vehicles on all roads, highways and freeways throughout the City.

Prepares police reports on minor incidents, accidents, lost and found property after obtaining information from victims and witnesses.

Perform parking enforcement work, patrolling designated areas, enforcing parking regulations and issuing citations for violations including double parking, illegal parking and street sweeping.

### **OTHER JOB-RELATED DUTIES:**

Appear in court providing testimony when summoned to do so.

Prepare and maintain a variety of records, reports, and other documentation.

Perform other duties as assigned.

Assist in parking control during special events or on City streets during peak traffic conditions; posts temporary signs and barricades; provide traffic control at the scene of accidents and other non-hazardous incidents; and provides security and other assistance at

crime scenes.

Assists in the collection, preservation, transportation, booking and release of property and evidence.

Assist in photographing, latent fingerprint and DNA collection and documentation, packaging and cataloging of evidence at crime scenes.

**QUALIFICATIONS GUIDELINES:**

**EDUCATION:**

High school graduation or equivalent certification is required. College-level coursework in Criminal Justice or a related field is highly desirable.

**REQUIRED COURSEWORK:**

Prior, extensive public contact experience requiring tact and discretion in dealing with others is required.

**REQUIRED LICENSE:**

A valid California Class "C" Driver's License is required.

**SPECIAL REQUIREMENT:**

Must be able to work a flexible schedule to include overtime, emergency call back, shift work, nights, holiday and weekends as needed.

**KNOWLEDGE OF:**

Laws relating to parking regulations as described under the California Penal Code, the City's Municipal Code and Vehicle Code.

Basic recordkeeping methods and procedures.

Modern office practices, procedures, methods, and equipment.

Business English, grammar, punctuation, spelling, arithmetic, vocabulary, composition and proper format.

Safety practices and procedures.

**REQUISITE ABILITIES/SKILLS:**

Safely and competently operate a motor vehicle.

Understand, interpret and apply pertinent local, state and other laws.

Must possess a strong customer service orientation and be a team player; remain calm, courteous and polite while maintaining composure and display a respectful attitude in stressful situations involving irate or frustrated individuals.

Operate a computer and a variety of software including Outlook, Word, and Excel.

Plan effectively, prioritize assignments, and meet deadlines.

Establish and maintain effective working relationships with managers, fellow employees, public officials, and the general public.

Communicate effectively both orally and in writing; follow oral and written instructions; deal firmly and courteously with the public using problem-solving skills and sound judgment.

Observe accurately and remember names, faces, numbers, incidents and places then judge situations and persons accurately.

Analyze situations then make independent and sound decisions, quickly and effectively in emergencies.

Learn the geographic layout of the City; learn and apply departmental rules and regulations.

Write clear and accurate reports, correspondence and record data.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:**

Work is primarily performed in an office environment requiring prolonged sitting or standing; walking, kneeling, crouching, squatting, stooping, and bending; inputting data into a computer terminal; exposure to computer glare, vibrations, and pitch; lifting, carrying, and moving objects totaling approximately 25 pounds in weight; and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

Employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; meet intensive and changing deadlines and interact with City staff, customers, vendors, contractors, and the public.

When working outdoors, may be exposed to the elements; work under damp conditions, in confined spaces; work on slippery and uneven surfaces; crouch, sit, stand, walk, bend, kneel, pull, reach, push or twist; exposed to dust, chemicals, solvents, paint, grease/oil, fumes, electrical and mechanical hazards, vehicular traffic, vibration and noise; meet the physical requirements of the classification.

**NOTE:**

The above statements are intended to describe the general nature and level of work performed by persons assigned to this job. They are not intended to be a comprehensive list of all duties, responsibilities, and skills required.

**FAIR LABOR STANDARDS ACT DESIGNATION:**

Non-exempt.