



Title:	Public Safety Officer	Last Updated:	04/22/2016
Department:	Police	Job Class:	
Reports To:	Police Sergeant	FLSA Designation:	Non-exempt

Summary: Under general supervision of a Police Sergeant, providing service to the community and visitors to the Police Department. This is accomplished by completing station duties, greeting the public, answering and directing telephone calls, documenting calls for service via the telephone or walk-in contacts, and assisting Police Officers with low priority calls. Other duties include obtaining facts and reporting facts effectively in a written report. Actively promotes the department's community policing philosophy by involving the community as partners.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) duties may include but are not limited to the following.

Essential Job Functions:

- Greets and directs the public, receives and processes mail and packages, manage fingerprint requests, answers phones and directs telephone requests, requests police officers when necessary.
- Documents calls for service via the telephone or walk-in contacts by obtaining pertinent facts and determining appropriate response. Writes and inputs reports into the department's record system to allow for follow-up investigation.
- Informs complainants that an official offense/incident report has been filed, provides service number, and explains the department's follow-up process.
- Assists with the processing and registration of sex offenders.
- Assists with records management and filing of documents.
- May be assigned to assist with traffic direction at special events or assisting Police Officers at major incidents.
- Assist the department's property custodian with property and evidence as required.
- Assist with Uniform Crime Reporting entries and requirements.
- Assist with community policing activities and events.
- May assist with special projects and department initiatives as assigned.
- Utilize department and City resources in an efficient and effective manner.

Other Important Duties:

- Attend meetings, conferences and training as required.
- Operate police department vehicles in safe and courteous manner.
- Perform other related duties as assigned by superior office.

Required Knowledge, Skills, and Abilities:

- Knowledge of the specific practices and procedures for assigned duties.
- Knowledge of police practices, methods, procedures, equipment, and services.
- Knowledge of customer service and public relations methods and techniques.
- Knowledge of computers and related equipment, hardware and software to prepare reports, maintain and research databases.

- Knowledge of City policies and procedures.
- Knowledge necessary to understand basic operational, technical, or office processes.
- Ability to operate department vehicles.
- Ability to perform duties in a manner that builds trust and legitimacy with the community through the application of procedural justice.
- Ability to Interpret and apply federal, state and local policies, procedures, laws and regulations.
- Ability to maintain confidentiality in performance of duties.
- Skill in effective oral and written communications.
- Skill in resolving customer complaints and concerns.

Preferred Education, Experience, and Certifications:

- Must have a high school diploma or GED with 12 college credit hours for the GED.
- Must be a United States citizen.
- Must be a minimum of 18 years of age.
- Applicants with military experience require discharge under honorable conditions.
- No felony or Class A misdemeanor convictions; no Class B misdemeanor convictions within the past 10 years.
- Possession of a valid Texas driver's license.
- No visible tattoos.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in municipal police department office and field environments.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to extended periods of standing, walking, driving, bending, reaching, crawling, climbing, kneeling and lifting.
- Subject to excessive audio/visual discrimination and perception when making professional observations, communicating with others, reading and writing and operating assigned equipment.
- Must be able to lift up to 50 pounds and may be required to occasionally lift 110-150 pounds.
- Regularly required to use hands to finger, handle, or feel objects such as tools or controls; reach with hands and arms; talk or hear; and taste or smell.
- Frequently required to walk, stand and sit.
- Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, police radios and City vehicles. (Some positions require specialty equipment or materials specific to the area of assignment).

SIGNATURE – REVIEW AND COMMENTS:

The above statements describe the general nature and level of work being performed as of the date of preparation and approval. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the position. Employees holding this position will be required to perform any other job-related duties as requested by management. The job description does not constitute an employment agreement between the employer and employee, and all requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

I have reviewed this job description and received a copy

Signature of Employee Date _____

Signature of Supervisor Date _____