

CITY OF BRISBANE

PUBLIC SERVICE AIDE

Definition

Under the general direction of the designated Department Head and Police Watch Commander, Public Service Aides provide security at designated city properties (i.e. marina, community parks, etc.).

Class Characteristics

This is an entry-level, non-sworn uniformed position that provides administrative support to departments and operational support to police staff, requiring good judgment and the ability to work independently.

Examples of Duties (Illustrative Only)

- Patrol assigned area in its entirety during shift, including outside parks, landscaped areas, marina docks, parking lots, interior of public bathrooms and other city facilities.
- Surveys assigned area for maintenance or safety problems and report such issues to City staff.
- Immediately report suspicious or suspected illegal activity to Brisbane Police Department
- Document all activities and observations in daily shift log.
- Prepares reports; prepares and maintains logs, records and accurate files.
- Deliver city documents, materials or equipment for the assigned department.
- Check vehicles in parking lots for occupants, vandalism, thefts or other unusual activity and report as needed.
- Patrol docks and inspect boats for sinking, break-ins, vandalism or any other unusual activities. Report and/or respond to such activities as required, i.e. initiate emergency procedures for sinking vessel, contact on-duty police officer regarding break-ins, etc.
- Answers questions and gives information to the public concerning city regulations and information of a general nature.
- Attend staff meetings and training, as required.

Qualifications

Knowledge of:

- Department operating policies and procedures and techniques.
- Safety regulations and procedures necessary to maintain the safety of facility users and the security of City facilities and equipment.
- Modern office procedures, methods and computer equipment.
- Principles and techniques of parking enforcement and traffic control.
- Safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Techniques to deal effectively with the public and those contacted during the course of work.

Skill in:

- Driving vehicles in a safe manner.
- Identifying abandoned vehicles for the purposes of abatement.
- Learning standard broadcasting procedures of a police radio system.
- Communicating effectively, both orally and in writing; speaking clearly and understandably in English.
- Preparing clear and concise correspondence and reports and accurately completing forms.
- Responding effectively to requests and inquiries from the public.
- Understanding and following oral and written directions.
- Directing and controlling traffic in a safe manner.
- Maintaining effective relationships with the public and those contacted during the course of work.

Ability to:

- Recall events, descriptions, conversations and instructions with sufficient clarity and accuracy to recount them in written and oral form at later times.
- Hear and recognize sounds associated with criminal activity. Report suspicious or other activities to police personnel.
- Read, recognize and, where appropriate, apply written information from warning signs or instructional manuals.
- Remain calm and control own emotions in tense situations.
- See objects and persons at reasonable distance under ambient or artificial lighting with sufficient clarity to record accurate descriptions.
- Traverse level and uneven surfaces, including floating platforms, stairs and graded inclines.
- Communicate clearly in routine or emergency circumstances, including in-person and over radio and telephone devices.
- Carry, grasp and operate furnished devices, as well as other items encountered in the field, including flashlights, pens, pencils, computer keys, door knobs, keys, padlocks, light switches, hand-held radios, telephones, etc.

Education and Experience:

Any combination of education, 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:

Education: Equivalent to graduation from high school.

Experience: One year of security or police support experience that includes public contact is desirable.

License: Must possess or be able to obtain a valid California Driver License with a satisfactory driving record. License must be maintained as a condition of employment.

Special Requirements: Must be able to pass the required background investigation, polygraph and fingerprint for submission to the California Department of Justice and the FBI. Public Service Aides assigned to the Marina must also be able to swim 25 yards.

Working Conditions: Must be willing to work off-shift, late night and weekend hours, depending upon the area to which assigned, and work with exposure to challenging circumstances, including all weather conditions and possible exposure to hazardous material.

Physical Demands: Must maintain mobility, physical strength and stamina to perform patrol duties and respond to emergency situations; ability to work in a standard office setting and to operate various motor vehicles; vision to see objects and persons at reasonable distances with ambient or artificial lighting, to read printed materials and a computer screen, discern colors and work in a night setting; and hearing and speech to communicate in person, over the telephone and radio.

Approved Date: September 16, 2013

Resolution: 2013-37

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Resolution:

Bargaining Unit: N/A (Hourly Pay Scale)

Resolution: 2013-37

Former Titles:

Abolished: