

City of Mission Job Description

Job Title:	<u>Public Service Officer (PSO)</u>	Classification: Non- Exempt
Department:	Police	Division:
Supervisor:	Police Lieutenant	Effective: 09/21/2015



I. JOB SUMMARY

Under general supervision, the Public Service Officer (PSO) is a non-sworn employee assigned to the Police Department. The Public Service Officer is responsible for assisting with the set-up and tear-down of displays for presentations by Mission Police Officers assigned to the Community Oriented Policing Bureau. Additionally, the PSO is responsible for transporting all Mission Police Department equipment, to wit: Skywatch Towers, Mobile Command Center, Speed Radar Trailer, Light Towers, etc. This position also provides clerical support to the department. Individual will need to work effectively with the general public to solve citizen concerns/inquiries in a timely manner. Individual will receive phone calls and visitors to the department, determine the nature of the business and direct phone calls or visitors to appropriate destination. Will perform routine clerical duties such as typing reports, letters, memorandums, and the organization of police records. Will schedule appointments, provide information to callers or visitors to the department, file correspondence and other documents, address envelopes or packages by hand or with typewriter. Date, stamp, and/or log incoming correspondence as directed. The job has no supervisory responsibilities. Individual will be performing other duties assigned by the supervisor/department head when needed.

II. EDUCATION/EMPLOYMENT REQUIREMENTS

- High school diploma or G.E.D. required.
- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screening administered by the City of Mission doctor at the City's expense.
- Must be able to type 45 wpm and have good filing skills.
- Must be proficient in working with personal computer, typewriter, and general office equipment.
- Must be free of criminal charges, out on bond/or criminal convictions.
- Must be able to use a 10 key calculator.
- Minimum two (2) years experience with office/clerical procedures.
- Must be in possession of a neat and professional appearance and demeanor.
- Ninth grade level written and oral communication proficiency.
- Must be able to communicate proficiently in the Spanish and English language.
- Must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving violations within the past two (2) years.

III. SKILL AND ABILITY REQUIREMENTS

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.

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- Ability to establish and maintain a courteous, effective, working relationship with supervisors, peers, and the public you serve.
- Ability to employ clear, concise professional oral and written communication skills.
- Ability to be prepared to make sound personal judgments.
- Ability to compute and record numbers correctly.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to establish and maintain effective working relationship with office staff, auxiliary departments, elected officials and the general public.
- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to speak and write clearly and accurately.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to read and interpret documents such as safety rules and city policy procedures.

IV. ESSENTIAL JOB FUNCTIONS

- Answer telephone with clear, courteous, and business voice, and directs the calls to the appropriate destination to expedite response..
- Receive visitors, answers questions and inquiries to resolve issues at hand or directs to appropriate destination.
- Maintain a thorough knowledge and understanding of state laws, traffic codes, family code,, drug laws and city ordinance, to; include annual laws updates in order to disseminate to the public.
- Comply with departmental directives, policies, general orders, special orders and departmental and city rules and regulations.
- Attend monthly on-call department, division and section meetings, as required.
- Maintain and insure that department issued uniforms are clean and pressed before reporting for duty.
- Maintain and insure assigned city vehicle and or equipment is clean and in proper working order.
- Copy documents, utilizing office equipment, as directed.
- Enter or post data into computer as directed
- Perform other lawful duties as may be required by law, ordinances, department and city policies, procedures or rules and regulations; or as directed by shift supervisor, division commander, assistant chief/or chief of Police.

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V. NON-ESSENTIAL JOB FUNCTIONS

- Assist with and attend community/special functions coordinated through the city.
- Assist other departments within organization with organizing special events as requested by supervisor.
- Undertake assignments/projects assigned by department head.

VI. EQUIPMENT/MATERIALS

General office equipment/materials to include but not limited to the following:

- Personnel Computer, Keyboard, Printer
- Typewriter, Telephone, Copy machine
- Fax machine, Paper cutter, City vehicle
- Ten key calculator, Postage meter, Manual hole puncher
- Computer software, Computer mouse, Electric hole puncher
- Compact disc. & diskettes, Stapler, Binding machine
- Pens, pencils, highlighters, Ruler
- Policy & procedure handbook

VII. WORK ENVIRONMENT

Exposure to the following environmental conditions are required for this job. The individual works indoors in a well-lighted, air-conditioned office. Working hours are 8:00 a.m. to 5:00 p.m. Monday thru Friday. He/She may be subject to varied schedule, depending on calls for service and work load for the Police Department. Emotional stresses are present due to dealing with the public in emergency situations. Individual may be exposed to some prisoners in the day to day course of work.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (non-weather)		X		
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Extreme noise	X			
Vibration	X			

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VIII. MANUAL DEXTERITY

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations, open file cabinets and move binders, books, storage boxes, chairs, and boxes of paper to storage or printing areas. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

IX. PHYSICAL DEMAND ANALYSIS

MATERIAL HANDLING ACTIVITIES

Tasks	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6-10 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26-50 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	

N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%

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NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down from floor area.
KNEELING (one or both knees)	F	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer, tower, and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extention, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputing data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplise, books at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50' walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (whole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser, filing baskets.

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X. REGULATORY COMPLIANCE

Public Service Officers are required to comply with the following:

- City of Mission, Personnel Policy Manual adopted April 23, 1989 and as amended in the future.
- Mission Police Department rules and regulations, revised February 15, 1988, and as amended in the future.
- The directives, special orders, administrative and operational orders of the Chief of Police, Assistant Chief of Police and supervisor.

I, _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature

Date