



City of Grants POSITION DESCRIPTION

POSITION TITLE: PUBLIC SERVICE AIDE

DEPARTMENT: Grants Police Department

REPORTS TO: Police Sergeant

SUPERVISES: N/A

POSITION SUMMARY: The purpose of this position is to respond to and handle non-emergency, non-life-threatening calls for service and calls regarding persons impaired by alcohol or drugs. The service aide will be responsible for providing security and security checks on any public or private building property or dwelling in the city of Grants and for providing transportation of persons who are impaired by alcohol or drugs; in addition to other traffic duties assisting sworn personnel (i.e. traffic control, directing traffic, issuing parking citations, and completing crash reports for non-injury crashes).

PRINCIPLE RESPONSIBILITIES/REQUIREMENTS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The Public Service Aide must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Respond to and handle non-emergency, non-life-threatening calls for service and/or calls regarding persons impaired by alcohol or drugs.
- Provide security and security checks on any public or private building property or dwelling in the City of Grants that originate for a call for service within the City of Grants.
- Provide assistance to sworn police officers and members of the community.
- Transport and supervise persons who are intoxicated and or impaired.
- Conduct security checks on businesses, public and private buildings, parks, open spaces, trails or other areas that originate from calls of service.
- Conduct crash investigations and complete crash reports for non-injury crashes.
- Issue traffic citations for non-moving violations such as parking, loading zone, and fire zone infractions.
- Perform minor maintenance on vehicles and buildings; not requiring specialized tools, i.e. changing of bulbs, checking oil, tires etc.
- Conduct tow inventories and perform vehicle searches at the direction of sworn personnel.
- Be familiar with all Grants Police Department (GPD) rules, regulations, policies and operating guidelines applicable to the efficient operation of the Department.
- Attend and participate in GPD meetings and training sessions; meeting requirements to remain knowledgeable of GPD operations and to promote job safety and performance.
- Appropriately wear all assigned protective clothing for its intended purpose. Completes regular checks and reports any irregularities or broken items for repair and/or replacement to assigned supervisor.
- Assist in maintaining apparatus, vehicles, equipment, and tools in a clean and serviceable condition.
- Assist, as necessary, in maintaining the cleanliness and safety of the department.
- Monitors and communicates effectively and coherently over radio channels while initiating and responding to radio communications; exchanges information with Emergency Communications Center dispatchers and other GPD personnel.
- Incorporate continuous quality improvement principles in daily activities.
- Maintain good interpersonal relationships with all members of GPD and Citizens we serve.
- Provides support and assistance to sworn police officers, and city employees.
- Takes appropriate action in emergency situations.
- Participates in training. Must attend all mandatory training required by the Police Department and the City.
- Uses or maintains equipment, including specialized equipment, i.e. computer, police vehicles, radio, etc.

PRINCIPLE RESPONSIBILITIES/REQUIREMENTS - CONTINUED:

- Communicates verbally and in writing; in person and by two-way radio and telephone, occasionally under stressful conditions.
- Perform all job functions with special attention to good public relations, safety, health, and proper procedures.
- Utilize proper safety precautions related to all work performed.
- Understand City of Grants Policy and Procedures as related to the job.
- Regular and consistent attendance for the assigned work hours is essential.
- Follow a specific work schedule as directed.
- Performs other duties as assigned by supervisor which are consistent with the position, and in compliance with the City's and GPD's Policies and Procedures.

MINIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School diploma, GED or equivalent.
- Must have oral and written communication skills in the English Language.
- Any combination of general education and/or work experience that will enable them to proficiently communicate and assist with the public.
- Must be able to meet entrance standards for the New Mexico Law Enforcement Academy.
- Must possess or be able to acquire a standard New Mexico Driver's License; and have and maintain a good driving record.
- Must pass a pre-employment drug test; extensive background check and physical assessment.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of operation, maintenance, and mechanics of police equipment.
- Knowledge of public and business administration.
- Knowledge of the principles of State and Municipal Governmental Organization.
- Skills in the care to operate emergency equipment skillfully and safely, abiding by all established Police Department policies.
- Skills in the care to operate a personal motor vehicle safely when in use for Police Department response.
- Skills in the care and safe operation of motorized vehicles, even under adverse conditions.
- Skilled in the use of computers, specifically word processing programs and desktop publishing applications, with a recommended accurate typing speed of at least 50 words per minute (wpm).
- Ability to learn and follow the rules, regulations, policies, and procedures of the City of Grants Police Department and the City of Grants, especially in relation to the job position, safety, and health.
- Ability to analyze situations quickly and objectively and determine proper courses of action within the established framework of policies and procedures.
- Ability to learn the geography of the City and surrounding areas.
- Ability to maintain composure under emergency situations, and work effectively under stressful conditions.
- Ability to perform all designated response tasks under hazardous conditions that may require a high level of mental or physical exertion.
- Ability to learn and adapt to changing technologies and practices.
- Ability to maintain minimum certifications and qualifications as established by State, Federal, and Grants Police Department Policy.
- Ability to meet the Police Departments established minimum criteria for emergency response and training.
- Ability to meet the physical requirements necessary to safely and effectively perform the assigned duties; and maintain adequate level of fitness to perform essential job functions.
- Ability to understand and carry out oral and written directions.
- Ability to read, understand, and interpret administrative and regulatory materials and directions, including manuals, policy guidelines, and other technical documents related to the Public Safety field.
- Ability to independently compose job-related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech.
- Ability to exercise discretion, deal tactfully, courteously, and effectively in assisting the general public and cooperating agencies.
- Ability to establish and maintain good working relationships with other employees of the department, City Employees, and the communicate positively with the public.
- Ability to move hands easily and skillfully to handle/operate tools and/or machines necessary to perform required tasks.
- Ability to perform heavy manual tasks for extended periods of time; as needed during emergency situations.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative; mature self-direction, responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to moderate in-City vehicular travel and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

Availability: In addition to working odd hours or shifts, the employee is expected to be available, and to respond to, emergency calls within the City whenever possible; and at other times as directed by the Police Chief or Lieutenants.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

PHYSICAL DEMANDS: The physical demands described here are a 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.

Essential functions require maintaining physical condition necessary for physical activity while wearing a safety uniform, such as: sitting, standing, walking, running, kneeling, crouching/stooping/squatting, crawling, twisting upper and lower body, climbing, balancing, pushing, pulling; driving a motor vehicle at high rates of speed; regularly lifting and or maneuvering up to 50 pounds and occasionally lifting and maneuvering up to and over 175 pounds.

Must be able to pass the fitness standards established by the department, on a regular basis.

Incumbent must be able to manage sustained levels of work-related stress, and efficiently operate standard Police Department equipment unaided.

The use of the senses of smell and hearing are needed in detecting and responding to emergency conditions and situations. Specific vision abilities required by this job include close vision, far vision, depth perception, spatial awareness, and the ability to adjust focus while making visual checks of facilities. Some tasks require manual dexterity, in addition to visual and hearing acuity. Tasks may involve identifying and distinguishing colors.

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.

Work is performed in both indoor and outdoor environments. Position requires working in the field, outdoors, in all weather conditions and can require exposure to conditions that may be hazardous or unpleasant, which includes walking on level and uneven or slippery surfaces, working in confined spaces, possible exposure to dust, dirt, fumes, odors, airborne particles, vibrations, moving mechanical parts, wetness, humidity, toxic or caustic chemicals, working at night, risk of blood borne pathogens, and varying and constant noise levels. Potential exposure to chemicals, sharp and dull objects, domestic and wild animals may occur. Employee may come in contact with a variety of potentially dangerous working situations that require a combination of good judgement, field knowledge of potential problems, problem identification and solutions. May be exposed to electrical and mechanical hazards and a variety of hazardous chemicals or contaminants.

Employee must possess ability to: adapt to inclement weather conditions and/or varying emergency situations, and maintain ability to drive in various weather conditions; perform duties and adapt to flexible work schedules as established by supervisor which includes irregular schedule, occasional weekends, holidays, and scheduled work hours beyond normal business hours, as well as potential on-call schedules.

The noise level in the work environment is usually moderate; but can reach loud volumes, and may remain at consistent levels of frequency.

EXAMPLES OF WORK EQUIPMENT: Hand tools, motor vehicles, and heavy equipment/machinery may be utilized in various weather and environmental conditions upon emergencies. Noise and vibration of electrical/mechanical equipment may occur.

The employee will have frequent contact with other employees in the assigned department, and may be required to interact with employees outside of the department, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team. Incumbents also work around moving equipment and may encounter potentially dangerous persons.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.

Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE: *the following signature indicates that the City Manager has approved this position description as of the date of signature.*

City Manager

Date

EMPLOYEE'S SIGNATURE: *the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature:*

Employee

Date