

**POLICE DEPARTMENT
MULTI-SERVICE OFFICER**

GENERAL DUTIES: Under the general direction of the Patrol Watch Commander operate the department's temporary detention facility. Transport prisoners, and provide general assistance to the Operations and Support Services Divisions.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City or department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect, and takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Complete booking on arrestees, including but not limited to fingerprinting, photographs, booking and medical forms.
2. Maintain jail security, which may include conducting strip searches.
3. Maintain, control, and care for prisoners in Police custody.
4. Comply with State laws and department regulations regarding prisoner segregation, safety rights and overall work.
5. Make timely notification to the watch commander of detention facility conditions and incidents involving prisoners.
6. Responsible for the cleanliness and safety conditions of the detention facility.

7. Ensure detention facility is adequately stocked with supplies.
8. May be required to assist in property and evidence collection and processing.
9. Properly operate, care for and maintain department equipment.
10. Pick up and transport prisoners.
11. May assist in apprehension of prisoners using sound principles of law enforcement techniques.
12. May be required to prepare police reports and complete a variety of forms.
13. May be required to provide written statements or keep logs on incidents, which occur in the holding facility or involving prisoners. May be required to tape record and transcribe dictated reports.
14. Serve subpoenas.
15. Make recommendations for updates in department policies and procedures.
16. Testify in court.
17. Fingerprint and/or photograph citizens or City employees, as required.
18. Lift and carry equipment, supplies and packages.
19. Assist in maintenance of files and indexes.
20. Maintain equipment inventory and distribute equipment and supplies. Ensure repair and/or replacement of damaged equipment.
21. Assist in vehicle maintenance program.
22. May be required to do computer data entry.
23. May be subject to recall.
24. May work an assigned shift with varied days and/or hours; may be required to work holidays.
25. Participate in training programs.
26. May assist with animal control and property room duties.
27. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Write clear, concise and accurate reports.
2. Speak clearly.
3. Listen, understand and carry out written and oral directions.
4. Must qualify with miscellaneous firearms, if carried.
5. Obtain a valid CPR and Standard First Aid Certification upon hiring.

KNOWLEDGE: Knowledge of:

1. Laws, codes and ordinances relevant to assigned duties.
2. General knowledge of the criminal justice and Department of Justice standards of confidentiality.
3. Management structure of municipal government.
4. English usage, spelling, grammar and punctuation.
5. Department and City Policies and Procedures.

ABILITIES: Ability to:

1. Read, understand, interpret and comply with City rules and regulations and Department policies and procedures.
2. Think clearly and act quickly in emergency situations.
3. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies and the general public.
4. Learn and use department computer systems.
5. Safely operate department equipment.
6. Participate in related training.

Multi-Service Officers (MSO) may be exposed to the following physical and environmental demands:

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laser-jet or ink jet printer
3. Telephone or cell phone
4. Pager
5. Copier
6. Print kit
7. Crime scene tape and other associated materials
8. Calculator
9. 10-key adding machine
10. Facsimile machine
11. Typewriter
12. Paper shredder or cutter
13. Two-way radio
14. Patrol car
15. Transportation van
16. Animal control vehicle and equipment
17. Trailers equipped with speed radar equipment
18. Specialized computer software
19. Car radio
20. Gasoline pump
21. R.A.D.A.R. gun
22. Hand-pack radio
23. Handgun, shotgun, and in some cases, rifle
24. Bullet proof vest
25. Ammunition
26. Eye, ear hand and head protection equipment
27. Handcuffs
28. Flashlight
29. Uniform
30. Assistant baton
31. Chemical agent weapons
32. Chemical reagents
33. Narcotics test kit
34. Drug, alcohol tester
35. Photo-imager machine and associated materials
36. Automated Fingerprint Imaging System (AFIS)
37. Citation book, report forms, pencil and pen
38. Camera/tape recorder/video camera
39. Keys to a variety of City locks

ADDITIONAL COMMENTS:

The work of MSO's may be dangerous. Employees take suspects into custody at the City jail and may hold them for up to 24 hours. Once in custody, prisoners may be transported to the County jail in a Police vehicle or van. While performing routine duties, employees may start in a seated and docile position and then respond in a highly energized position. The job may be very fast paced and may require quick changes within a short period of time.

PHYSICAL DEMANDS:

1. **Standing:** Typically, employee will stand while taking police reports or when communicating with citizens. Employee may stand while booking prisoners or while confronting suspects/citizens during the normal course of duty.
2. **Walking:** Typically, employee will walk while going to a home, business or site of an incident where they take reports or serve subpoenas. Employee may walk while escorting prisoners and when returning to their vehicle. Employee may walk while in the police facility on police business such as filing a report, attending briefings or during training.
3. **Sitting:** Typically, employee may spend a great deal of time sitting while driving a patrol car or other police vehicle. Employee may sit while taking reports, attending training or performing office tasks.
4. **Stooping/Bending:** Typically, stooping and bending are necessary if an employee is performing evidence-technician duties, moving supplies, etc. Employee may find it necessary to pick up an uncooperative prisoner or may find it necessary to assume awkward positions when taking a person into custody or when placing them into a patrol car.
5. **Lifting:** Employee may have to pick up prisoners if the prisoner is not cooperative as in the case of a prisoner under the influence of drugs or alcohol. On occasion it might be necessary to assist another officer in carrying a prisoner and they may have to lift and/or drag up to 165 pounds. Items such as evidence or recovered stolen property may also need to be lifted.
6. **Carrying:** Employee may have to carry a prisoner if the prisoner is not cooperative or incapable of walking on his/her own. They also carry equipment on their duty belts. This extra weight increases the fatigue factor of an officer on duty. Employee may need to carry car video equipment, briefcases or other materials during the course of their shift.
7. **Pushing/Pulling:** Employee may push or pull heavy cell doors in the jail facility. Pushing and pulling may be involved when dealing with uncooperative or combative prisoners.
8. **Balancing:** Employee may need to be able to balance while walking on a roof or fence or while going over ledges. Employee may also find it necessary to climb ladders.
9. **Climbing:** Employee may find it necessary to climb fences and ladders while performing evidence collection or animal-control duties. They will also climb stairs to access all areas in question during an investigation or while working in the office.
10. **Twisting/Turning:** Twisting and turning activities might occur while wrestling a prisoner in

an attempt to restrain him/her. Twisting and turning might also occur while searching suspects, buildings, or vehicles

11. Kneeling: Kneeling might occur while attempting to arrest or apprehend a suspect or may be necessary in the identification and collection of evidence at a crime scene.
12. Reaching: Reaching may be involved in restraining an uncooperative prisoner who is climbing or trying to resist arrest and in the investigation of a crime scene.
13. Manual Dexterity: It is necessary for employees to demonstrate manual dexterity in many instances such as when handling a firearm or radio, restraining a prisoner, utilizing handcuffs, investigating crimes, handling evidence, using a baton, etc.
14. Speed: Typically, employees work at their own pace. However, when assigned an urgent/emergency call for service or when circumstances dictate, they need to be able to respond as quickly as possible and then be able to complete the call and be available for service. In addition, speed in running or walking may be needed in the pursuit of suspects.
15. Running: Employee may be required to run in order to catch an escaped prisoner or while engaged in animal-control duties. Employee might also run to come to the aid of a victim or fellow officer.
16. Kicking: Employee may have to kick a door open to gain entry into a structure in order to render life saving first aid.

ADDITIONAL COMMENTS:

Under typical office condition, employee will perform many of the physical activities listed above, but with the emphasis on office-related activities such as handling files, books, binders, and sometimes boxes of work-related material.

SENSORY DEMANDS:

1. Seeing: Employees require good (color) vision as part of the job. Employees need the ability to survey and assess any given situation. For example, when searching and identifying weapons, drugs, identifying a suspect, etc.
2. Talking/Hearing: Employees are required to have the ability to talk and hear and they must be able to effectively communicate with fellow employees or citizens, whether it is in person, on the radio or by phone. Employees need to know the police radio code system and need the ability to listen and write at the same time.
3. Touching: Employees need the ability to distinguish contraband or other materials when performing a search on a suspected criminal. Employees may need to identify certain items such as guns, drugs, needles, etc.
4. Smelling: Employees need to have the ability to smell and sense odors, especially when in contact with a suspected drunken driver or during a routine search of a suspect and his/her

belongings.

ADDITIONAL COMMENTS:

Under typical office conditions, employee will utilize these senses while using a personal computer, Police Department computer, typewriter, telephone, fax machine, copier, adding machine or calculator, paper shredder, camera, two-way radio or automobile.

ENVIRONMENTAL CONDITIONS:

1. Employees assigned to the transportation of prisoners, spend a great deal of time in a patrol vehicle. When working in the detention area, employees may work inside at a desk a majority of the time, depending on the assignment.
2. Temperature/Weather: Employees may be exposed to all types of weather conditions. It is not uncommon to be exposed to very cold, damp or wet conditions outside at night or very hot and dry conditions during the day.
3. Noise/Vibration: Employees respond to loud yelling and cries for assistance when working in the jail facility. They are exposed to the noise of the police radio, and often drive with the car windows down in order to hear outside sounds.
4. Hazards:
 - a. Mechanical: There is a possibility of being hit by an automobile while stopping traffic.
 - b. Electrical: Employees respond when there is an electrical line down and may be exposed to the possibility of electrical shock.
 - c. Burns: Employees may be exposed to small burns resulting from lighting flares at traffic accidents.
 - d. Radiant Energy: Employees may be exposed to very low frequency of X-Rays while accompanying a prisoner in need of treatment to the hospital or when using a R.A.D.A.R. gun during speed enforcement.
 - e. Other: Employees stand the risk of being shot and/or assaulted. Employees may come into contact with a variety of unknown drugs, which may enter the system by inhalation or through skin pores. Employees may also be exposed to contagious diseases through contact with infected persons. Diseases may be transmitted to employees by exchange of body fluids such as blood, urine, feces, vomit, saliva, etc. These instances may occur when attending to a traffic accident, being bitten by an infected suspect or animal, or by providing mouth-to-mouth resuscitation to a victim or fellow officer. Employees may also be physically injured during confrontations with suspects or prisoners.

ADDITIONAL COMMENTS:

Under typical office conditions, mechanical or electrical exposure is minimal while properly using

standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, two-way radio, paper shredder or paper cutter.

ATMOSPHERIC CONDITIONS:

1. **Fumes:** Employees may be exposed to fumes in industrial areas and from automotive exhaust. Employees may also be exposed to fumes while in contact with individuals who smoke, while testing suspected drugs or while processing a crime scene.
2. **Mist:** Employees may be exposed to early morning mist while working a patrol assignment.
3. **Gases:** Employees are often exposed to the odor of gasoline and carbon monoxide, often while at accident scenes or while refueling police vehicles which must be done on each shift. Employees may choose to carry tear gas. During training, employees may participate in exercises where inhalation of tear gas or exposure to pepper spray occurs.
4. **Ventilation:** Employees may work in a patrol car with the window open or with the air conditioning or heater running.
5. **Odors:** Employees are exposed to many odors during the course of their workday in the detention area or when transporting prisoners to other facilities.
6. **Dust:** Employees are exposed to normal levels of environmental dust throughout their careers.

FLOOR SURFACES:

Multi-Service Officers stand on a variety of surfaces while performing their duties. These surfaces include but are not limited to cement, asphalt, dirt, uneven dirt fields, uneven surfaces, gravel, linoleum, tile, carpet, rock, mud, etc. In addition, surfaces may be slippery and conditions may be undetectable due to the presence of rain, mud, oil, chemicals, bodily fluids, or other substances.

REQUIRED TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Possess a high school diploma or equivalent.
2. Possess a minimum of two (2) years of full-time work experience, preferably in public service.
3. Required to attend a 160 hour Corrections Academy course within one year from the date of hire.
4. Be at least 21 years of age.
5. Pass a physical agility test.
6. Be able to meet the current medical standards for an MSO and be free from any physical condition which might adversely affect the exercise of power as an MSO.

7. Pass a Peace Officer Standards and Training (P.O.S.T.) background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, an FBI check and a firearms clearance.
8. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
9. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicles.
10. Required to be proficient in typical police weaponry and meet department firearms qualification requirements.
11. Pass all required department training.
12. Possess and maintain C.P.R. and First Aid Training certificates within six (6) months of hire.
13. Establish and maintain residency within 45 minutes normal driving time from the Gilroy Police Station within 18 months from date of hire.
14. Prefer bilingual (English/Spanish).
15. Prefer non-tobacco user.