



TITLE: POLICE SERVICE OFFICER I (TELECOMMUNICATOR/JAILER)

PAY GRADE: N07

DEPT: OPERATIONS

REPORTS TO: PSO Supervisors

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

GENERAL SUMMARY:

Will choose between the duties of Telecommunicator or Jailer, and must be qualified and willing to work in the chosen assignment at any specified time, as needed and assigned by supervision.

SUPERVISION:

None

TELECOMMUNICATOR ESSENTIAL DUTIES & RESPONSIBILITIES:

The listed duties are essential job functions that the position has been created to perform. The list of duties is not exhaustive. The employee may be called upon to perform any task that is implied from the listed duties or is within the scope of the general summary.

- Must be able to operate a multi-button telephone system, base radios, computer terminals, and teletype equipment to receive, evaluate, and transmit information that frequently involves emergency situations affecting human welfare and safety.
- Receive calls on emergency and non-emergency telephone lines and dispatch units to respond
- Evaluate incoming calls, dispatch field units, and transmit information and messages upon request and/or according to established procedures.
- Relay messages between units or between a mobile unit and a stationary base.
- Dispatch police units, maintain police dispatch logs and other police functions.
- Take telephone complaints and requests for information or assistance and relay them to appropriate personnel.
- Work with intercity communications.
- Must be able to obtain and maintain, without interruption, all necessary licenses, certifications, clearances, and/or job requirements.
- Works the assigned schedule and complies with the City's timekeeping and attendance policy.



JAILER ESSENTIAL DUTIES & RESPONSIBILITIES:

The listed duties are essential job functions that the position has been created to perform. The list of duties is not exhaustive. The employee may be called upon to perform any task that is implied from the listed duties or is within the scope of the general summary.

- Guard the prisoner population; assume responsibility for all needs of prisoners during detention; lock prisoners in cell after searching for weapons, valuables, or drugs.
- Perform searches of inmates and all areas for contraband.
- Prepare and serve meals to prisoners and provide or obtain medical aid if needed, including appropriate dispensing of prescription medicine.
- Process booking records identifying prisoners and charges assigned.
- Maintain custody of personal belongings of prisoners.
- Inspect facilities for cleanliness.
- Select trustees for special work assignments.
- Prepare reports concerning inmate populations and jail functions.
- May be required to perform strenuous physical activity related to prisoner control.
- Operate jail systems.

OTHER REQUIRED DUTIES AND RESPONSIBILITIES:

- Demonstrate continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Expected to rotate between jobs based on operational needs, sometimes within the same shift.
- Work cooperatively with the general public and other City employees.
- Perform all other duties assigned by PSO Supervisors.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

Abilities:

- Must have the ability to analyze situations quickly and respond with appropriate action within bureau guidelines.



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- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- The ability to speak clearly so others can understand you.
- The ability to concentrate on a task over a period of time without being distracted.
- Ability to work under pressure.

Skills:

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Talking to others to convey information effectively.
- Actively looking for ways to help people.
- Understanding written sentences and paragraphs in work related documents.

EDUCATION, EXPERIENCE & LICENSES:

REQUIRED:

- Jailer applicants must type at least 25 words per minute.
- Jailer applicants must pass Nelson-Denny vocabulary/reading comprehension test with a score of 12.0 (twelfth grade) or better.
- Telecommunicator applicants must pass entry exam (Critical).
- Jailer experience preferred.
- Telecommunicator experience preferred.
- Candidates will be subjected to an extensive background investigation.
- Medical examination
- Psychological examination
- Must have a high school diploma and/or GED.
- Must have a valid/current Driver License with a good driving history.
- Must be a US citizen.
- Must be at least 18 years of age.
- Must be able to communicate clearly and distinctly in English, both verbally and in writing.
- Must have normal hearing in both ears.
- Telecommunicator applicants have one year from date of hire to obtain their TCOLE Basic Telecommunicator License.
- Must be available for all shifts, holidays and weekends.

PREFERRED:

- Bilingual (English/Spanish) preferred.

The above job description is intended to describe the general nature and level of work being performed by individuals assigned to this job. The job description does not include an exhaustive list of all duties that could be assigned if the work is similar, related, or a logical assignment to the position.



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The job description does not constitute an employment agreement between the City of Pasadena and the employee and is subject to change by the City of Pasadena as the needs of the City and requirements of the job changes.

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