

City and County of San Francisco



Department of Human Resources

Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date October 31, 2008

Re: **Notice of Proposed Classification Actions – Final Notice No. 11 FY 2008/2009 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective October 24, 2008.

Micki Callahan
Human Resources Director

by:

A handwritten signature in black ink, appearing to read "Kerry Ko", written over a horizontal line.

Kerry Ko
Deputy Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
_____ (contact person @ dept)

John Leon, DHR
Linda Cosico, DHR
Micki Callahan, DHR
Steve Ponder, ERD
Christina Fong, ERD
Rich David, ERD
Carmela Villasica, ERD
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Tinhha Luong, CON
Ron Bladow, MTA
Johnny Zabala, CON
RAS Team Leader(s)
DHR Support Services
File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**CLASS TITLE: COMMUNITY POLICE SERVICES AIDE SUPERVISOR
CODE: 8217**

Business Unit: COMMN

POSITIONS ASSIGNED TO THE SAN FRANCISCO POLICE DEPARTMENT:

CLASS TITLE: COMMUNITY POLICE SERVICES AIDE SUPERVISOR

CHARACTERISTICS OF THE CLASS:

Under general supervision, a Community Police Services Aide Supervisor serves as the first line supervisor of Class 9209 Community Police Services Aide and performs a variety of duties for the Police Department; including the supervision of staff who control access to secured areas; direct traffic; report safety and traffic hazards; enforces parking and security regulation ordinances and laws; assist the receipt, storage and release of property and evidence. Incumbents are required to wear a uniform but are unarmed. Incumbents are rotated in assignments in order to broaden experience, equalize workloads, and meet department needs and perform other job related duties as assigned.

DESTINGUISHING FEATURES:

The Community Police Services Aide Supervisor is a paraprofessional civilian supervisory position which does not require the training and status of a Peace Officer in the Police Department. This classification is distinguished from the 9209 Community Services Police Aide classification by its focus on coaching, reviewing, correcting and supervising the work of subordinate staff and recommending disciplinary action when appropriate.

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES:

1. Plan, direct and coordinate the work of Community Police Services Aides engaged in controlling public access to secured areas and the enforcement of parking and security regulations.
2. Working with training staff, oversee the training of new Community Police Services Aide staff in the proper use of communication and computer equipment and proper way to perform their important and essential duties.
3. Plan and schedule Community Police Services Aides work assignments; and oversee the maintenance of attendance records for employees on assigned shift..

4. Evaluate the performance of Community Police Services Aide and recommend disciplinary action when appropriate.
5. Investigate and resolve escalated and difficult Community Police Service Aide related matters when dealing with the general public and agency staff; resolve related work and operational problems.
6. Assist in towing unauthorized vehicles to maintain safety and security.
7. Administer first aid and/or CPR to individuals until medical aid arrives.
8. Interact with the public requesting information; identify the services being requested by listening, asking relevant questions, evaluating information obtained and determine the type of service available to handle the service requested.
9. Prepare written documents such as memorandum, correspondence and reports.
10. Perform special projects as directed by supervisor.
11. Recommend procedural and operational changes to superiors.
12. Supervise specific geographic areas or teams of Community Police Services Aide, under the direction of a police lieutenant.
13. Perform other job related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGE, SKILLS and ABILITIES

Requires a general knowledge of: basic crime prevention and general security techniques; the California Vehicle code and local traffic code; the preparation of incident reports and other law enforcement activities not requiring the status of Peace Officer. Requires the ability to: direct, supervise and evaluate the work of assigned Community Police Services Aide staff; investigate and resolve escalated and difficult complaints; comprehend and enforce applicable codes and ordinances; deal courteously, effectively and tactfully with the general public and others; effectively work under pressure including calmly and effectively dealing with escalated or difficult situations; give instructions to Community Police Services Aide staff; operate communication and computer equipment; work harmoniously and cooperatively with departmental staff from a variety of cultural and socioeconomic backgrounds; respect the right of privacy and confidentiality; to be attentive to detail; and prepare written documents in a clear, concise, accurate and understandable manner. Some assignments require extended periods of walking and standing.

REQUIRED EDUCATION, EXPERIENCE and TRAINING

Any combination equivalent to 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:

Possession of a High School Diploma accredited in the United States or proof of successful completion of an equivalency test (GED or California High School Proficiency Examination) and at least two years of verifiable full-time paid experience controlling secured areas and reporting safety and traffic hazards when enforcing parking regulations, ordinances and laws.

LICENSE or CERTIFICATE

Requires a valid Class 3 Driver's License issued by the California Department of Motor Vehicles.

Transportation Security Administration (TSA) Security Clearance: Candidates assigned to the San Francisco Airport are required to provide a complete employment history for the past ten (10) years and an explanation of all gaps in employment during that period. The past ten (10) years of candidates employment will be verified. In addition, candidates will be required to undergo a criminal history check, including FBI fingerprints, in order to determine eligibility for security clearance and may be required to undergo drug/alcohol screening. Failure to obtain and maintain security clearance may be basis for termination from employment.

Customs Clearance: Candidates assigned to the San Francisco Airport must be qualified for unescorted access to the San Francisco International Airport U.S. Customs Security Area. An applicant for the U.S. Customs Access Seal may be submitted to Customs ONLY after employment has commenced. Employment in a position assigned to the San Francisco Airport requires that the incumbent submit an application for, successfully acquired and maintain a Customs Access Seal. Failure to acquire and maintain customs access, a requirement for positions assigned to the San Francisco Airport may be basis for termination from employment.

Background Investigation: Prior to employment with the San Francisco Police Department, a thorough background investigation will be conducted to determine the candidate's suitability for employment. The investigation may include, but not be limited to: criminal history records, driving records, drug/alcohol screening, and other related employment and personal history records. Reasons for rejection may include use of controlled substances and alcohol, felony conviction, repeated or serious violations of the law, inability to work with co-workers, inability to accept supervision, inability to follow rules and regulations or other relevant factors. Candidates may be required to undergo drug/alcohol screening, and must clear Department of Justice and Federal Bureau of Investigation fingerprinting. Criminal records will be carefully reviewed; candidates who

do not report their complete criminal records on their applications will be disqualified. Applicants will be fingerprinted.

PROMOTIVE LINES:

To: No Normal Line of Promotion

POSITIONS ASSIGNED TO THE SHERIFF'S DEPARTMENT:

DEFINITION:

Under general supervision, assists police personnel in the processing, custody and control of arrestees in a district station, jail, or hospital facility; may supervise employees engaged in the cleaning and routine maintenance of jails, stations and other police facilities; accepts and maintains accountability for evidential property taken into custody; and performs related duties as required. Requires responsibility for carrying out and enforcing policies, rules and regulations regarding the processing and custody of arrestees; making continual contact with arrestees, police personnel and the general public in connection with the custody and control of prisoners in a jail facility and accountability for prisoners' and evidential property; preparing reports describing unusual situations or incidents related to custody and control, of arrestees; nature of the duties involves exposure to physical hazards when working in the proximity of arrestees.

DESTINGUISHING FEATURES:

A Station Officer is a civilian employee of the Police Department who normally wears a uniform and badge and may be required to carry weapons under certain circumstances. Their basic function is to relieve sworn personnel of a variety of routine tasks which do not require the training or status of a peace officer. They must adjust to the environment, discipline and procedures common to Jails, stations and other police facilities. Assignments may include assisting sworn, personnel in the booking and initial processing of arrestees, the custody and control of prisoners in a police station, jail or hospital facility and the custody of evidential property.

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES:

1. Assists sworn personnel in the booking and processing of arrestees, types booking documents; fingerprints arrestees; may escort prisoners to and, from cells.
2. Assists in the feeding and supervision of arrestees in. police stations or jails.

3. Assists desk officers by answering citizens' routine questions relating to police procedures and activities; may be required to perform routine clerical duties in district stations.
4. Accepts evidential property for booking; tags property for identification and maintains a file on all property in custody; stores property for safekeeping.
5. Checks out property to officers for use as evidence; releases property to rightful owners following loss of its evidential value, keeps records and prepares forms associated with the custody of property.
6. May supervise civilian custodial personnel in maintaining jails, stations and other police facilities, including yards and grounds, in a clean and orderly condition; supervises the maintenance and issuance of janitorial supplies.
7. Guards prisoners at a hospital facility or other institution.

KNOWLEDGE, SKILLS and ABILITIES

Requires a general knowledge of: police procedures, activities and security provisions as related to the care and custody of arrestees and evidential property, the practices and procedures involved in booking and fingerprinting arrestees; the principles and practices of supervision; the use, care and maintenance of custodial equipment; safety practices as applied to custodial work.

Requires the ability to: Analyze situations such as occur in the care and custody of arrestees and the protection of life and property; comprehend written material and to learn and explain procedures and regulations; write clear and comprehensive reports; understand and follow directions; deal tactfully and effectively with other employees and the public; type at the rate of 30 words per minute.

EXPERIENCE and TRAINING

Graduation from high school or equivalency and at least two years of full-time paid experience as a Parking Control or Traffic Control Officer or an equivalent combination of training and experience.

LICENSE or CERTIFICATE

Requires a valid Class 3 Driver's License issued by the California Department of Motor Vehicles and eligibility for a certificate as a special police officer.

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.