

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, CA

**SUBJECT: HR - Approve the Revised Class Specification for Police Services Officer**

**RECOMMENDATION**

The Human Resources Director and the Civil Service Commission recommend that your Honorable Body approve the revised class specification for Police Services Officer.

EXPENDITURE: None

**BACKGROUND**

The Services Officer class specification was last revised in 1977 and the Police Chief requested a study of the classification. The classification was initially responsible for three main functions in the Police Department, processing and care of prisoners, receipt, storage and release of property, and parking enforcement.

Services Officers are utilized in other areas of the Police Department and the class specification required an update to reflect their full range of responsibilities.

The proposed class specification for Police Services Officer was approved by the Civil Service Commission at their meeting on February 8, 2010 and is before your Honorable Body for approval.

**ANALYSIS**

The study revealed that the class specification should be expanded to incorporate the full range of duties performed in the various assignments. The revised class specification reflects the specific assignment areas including Jail, Property Room, Community Affairs, Court Liaison, Subpoena Processing, Parking Enforcement, Traffic and Vehicle Maintenance. The title and several sections of the class specification have been modified to accurately reflect the updated the class specification.

The title was changed from Services Officer to Police Services Officer to reflect the functions of the Police Department.

The **Supervision Exercised/Received** section was added to reflect reporting relationships for the classification.

The **Examples of Duties** section was modified to reflect the Essential Duties for all assignments. Duties performed when assigned to the specific assignment areas such as Jail, Community Affairs, Court Liaison, and Traffic.

The **Examples of Other Duties** section was added to reflect the full range of duties performed by this classification.

Several statements were added to the **Qualification Guidelines** section that reflect the Knowledge and Abilities required to perform the job duties of the position.

The **Experience and Education Section** was revised to more accurately describe the required experience and certification for the position as follows:

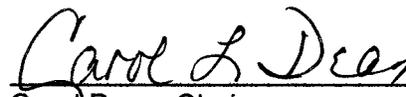
*Any combination of education and experience that provides the required knowledge, skills and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills, and abilities is:*

Graduation from high school or possession of a GED Certificate. No specific experience is required; experience working with the public is desirable.

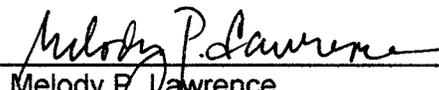
Successful completion of a Standards and Training for Corrections certified Adult Corrections Officer Core Course must be completed within the first year of employment as a condition of continued employment.

The **Special Requirements** and **Career Ladder** Sections were also added. The Special Requirements section reflects the physical requirements of the classification. The Career Ladder Information provides information about career movement for the classification.

Respectfully submitted,  
CIVIL SERVICE COMMISSION

  
\_\_\_\_\_  
Carol Dean, Chair

ELAINE M. WINER  
Human Resources Director

By   
\_\_\_\_\_  
Melody F. Lawrence  
Human Resources Manager

CONCUR:

  
\_\_\_\_\_  
Elaine M. Winer  
Human Resources Director

NOTED:

  
\_\_\_\_\_  
LeRoy J. Jackson  
City Manager

**Attachments:**

- A. Civil Service Commission Meeting Item5 February 8, 2010

Commission Meeting  
February 8, 2010

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, CA

**SUBJECT: Approve the Revised Class Specification for Police Services Officer**

**RECOMMENDATION**

The Human Resources Director recommends that your Honorable Body approve the revised class specification for Police Services Officer and forward it to the City Council for approval.

**BACKGROUND**

The Services Officer class specification was last revised in 1977 and the Police Chief requested a study of the classification. The classification was initially responsible for three main functions in the Police Department, processing and care of prisoners, receipt, storage and release of property, and parking enforcement.

Services Officers are utilized in other areas of the Police Department and the class specification required an update to reflect their full range of responsibilities.

The proposed class specification is submitted for your review and approval. The City has met and conferred with the Torrance Municipal Employees- AFSCME who concurs in the recommendation before your Honorable Body.

**ANALYSIS**

The study revealed that the class specification should be expanded to incorporate the full range of duties performed in the various assignments. The revised class specification reflects the specific assignment areas including Jail, Property Room, Community Affairs, Court Liaison, Supoena Processing, Parking Enforcement, Traffic and Vehicle Maintenance. The title and several sections of the class specification have been modified to accurately reflect the updated the class specification.

The title was changed from Services Officer to Police Services Officer to reflect the functions of the Police Department.

The **Supervision Exercised/Received** section was added to reflect reporting relationships for the classification.

The **Examples of Duties** section was modified to reflect the Essential Duties for all assignments. Duties performed when assigned to the specific assignment areas were added such as:

**Jail:**

- Maintains order and jail security
- Takes fingerprints, photographs, and collects DNA evidence during the booking process
- Ensures prisoners hygiene and issues related supplies;
- Monitors prisoners physical condition and requests medical treatment or transfer as appropriate;

**Community Affairs:**

- Makes oral presentations to businesses, community organizations and neighborhood watch groups;
- Establishes and maintains close liaison with public and private institutions, community groups and individual citizens;
- Coordinates community relations programs or activities.

**Court Liaison**

- Ensures that all prisoners and accompanying paperwork are delivered to the appropriate court in a timely manner;
- Processes Cash Bail and or Bonds and insures they are delivered to the appropriate court; assembles paperwork for arraignments in both "custody" and "non-custody" cases;
- Deliver criminal complaints to the court clerk's office within established time constraints; assists other criminal investigators in resolving criminal filing problems;

**Traffic:**

- Assists with the traffic office administrative duties, as needed;
- Coordinates traffic safety programs at the schools;
- Coordinates the scheduling of Crossing Guards;
- Assumes Crossing Guard duties when necessary;

The **Examples of Other Duties** section was added to reflect the full range of duties performed by this classification.

Several statements were added to the **Qualification Guidelines** section that reflect the Knowledge and Abilities required to perform the job duties of the position such as:

**Knowledge of:**

- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;

**Ability to:**

- Learn basic patrol procedures as related to assigned functions.
- Learn appropriate municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code.
- Learn appropriate radio codes and procedures.
- Learn and use law enforcement telecommunications databases and other applications in an appropriate manner.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly
- Interview citizens and victims and extract appropriate information for written reports.
- Communicate effectively and deal firmly with diverse, demanding, and sometimes hostile people.
- Effectively supervise the activities of prisoners.

The **Experience and Education Section** was revised to more accurately describe the required experience and certification for the position as follows:

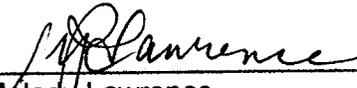
*Any combination of education and experience that provides the required knowledge, skills and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills, and abilities is:*

Graduation from high school or possession of a GED Certificate. No specific experience is required; experience working with the public is desirable.

Successful completion of a Standards and Training for Corrections certified Adult Corrections Officer Core Course must be completed within the first year of employment as a condition of continued employment.

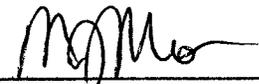
The **Special Requirements** and **Career Ladder** Sections were also added. The Special Requirements section reflects the physical requirements of the classification. The Career Ladder Information provides information about career movement for the classification.

Respectfully submitted,

By   
Melody Lawrence  
Human Resources Manager

CONCUR:

  
Elaine M. Winer  
Human Resources Director

  
Jeannie Moorman  
TME-AFSCME President

  
Greg Ferguson  
TME-AFSCME Vice President

NOTED:

  
Laura Lohnes  
Civil Service Manager

Attachments:

- A. Proposed Class Specification for Police Services Officer
- B. Existing Class Specification for Services Officer

## POLICE SERVICES OFFICER

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### Definition

Under general supervision, performs duties related to the processing, security, health, safety, and feeding of prisoners; works with employees engaged in routine maintenance of police facilities; receives, stores and releases property; maintains records; enforces parking regulations; coordinates community relations and/or education activities; receives complainants, takes reports and answers inquiries; performs clerical tasks related to assigned duties; and does related work as required.

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### Distinguishing Characteristics

Distinguished from Police Officer in that the incumbents are non-sworn and are primarily responsible for booking, searching and caring for prisoners confined in the City jail facilities. Police Services Officers also serve subpoenas, interview complainants and take reports, accept and tag property, maintain and service equipment, enforce parking regulations, and coordinate court appearances. Incumbents perform a full range of tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Specific assignments may require the development of written reports and recommendations consistent with directives, policies and regulations. Police Service Officers do not conduct traffic investigations or complete collision reports.

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### Supervision Exercised/Received

Receives direction from higher level staff.

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### Examples of Essential Duties

*The following duties represent the principal job duties; however, they are not all-inclusive.*

- Assists public with general inquiries, interviews citizens/crime victims regarding incidents;
- Takes and prepares routine crime/incident reports, maintains records, may perform clerical work related to assigned tasks as required;

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

#### Jail:

- Inspects jail facilities for security, cleanliness, and maintenance;
- Receives and books and searches prisoners;
- Maintains order and jail security
- Takes fingerprints, photographs, and collects DNA evidence during the booking process
- Accompanies and maintains custody of prisoners to and from visiting area;
- Processes prisoners for release;
- Prepares and serves meals;
- Orders or purchases from store, receives and maintains inventory of food and other jail supplies;
- Maintains records of bookings and prisoner care;
- Ensures prisoners hygiene and issues related supplies;
- Monitors prisoners physical condition and requests medical treatment or transfer as appropriate;
- Receives complaints at front desk, and obtains all necessary information

- Provides direction and answers to public inquiries;
- Completes reports as required;
- Duties related to pay to stay program including overall processing and monitoring daily duties i.e. washing Department vehicles.

**Property Room:**

- Accepts property to be used for evidence and receipts for same;
- Tags property for identification and maintains a file on all property in custody;
- Stores property for safe keeping;
- Checks out property to authorized officers for use as evidence;
- Releases property to owners subsequent to its use in court.

**Community Affairs:**

- Makes oral presentations to businesses, community organizations and neighborhood watch groups;
- Establishes and maintains close liaison with public and private institutions, community groups and individual citizens;
- Coordinates community relations programs or activities.

**Court Liaison:**

- Facilitates the orderly process of court operations;
- Ensures that all prisoners and accompanying paperwork are delivered to the appropriate court in a timely manner;
- Processes Cash Bail and or Bonds and insures they are delivered to the appropriate court; assembles paperwork for arraignments in both "custody" and "non-custody" cases;
- Deliver criminal complaints to the court clerk's office within established time constraints; assists other criminal investigators in resolving criminal filing problems;
- Maintains a close liaison with city and county prosecutors.

**Subpoena Processing:**

- Serves subpoenas for summoning witnesses to trial;
- Keeps record of subpoenas received and served;
- Performs miscellaneous station duties in connection with subpoena service.

**Traffic:**

- Operates a motor vehicle and enforces parking laws and regulations;
- Writes parking citations;
- Enforces oversize vehicle program checking permits and issuing citations;
- Impounds or disables vehicles;
- Does follow-up work and report writing in connection with parking enforcement work;
- Assists officers in directing traffic, crowd or perimeter control;
- Assists with the traffic office administrative duties, as needed;
- Coordinates traffic safety programs at the schools;
- Coordinates the scheduling of Crossing Guards;
- Assumes Crossing Guard duties when necessary;
- Receives traffic related complaints and questions at the Traffic front desk.

**Vehicle Maintenance:**

- Maintains the service and maintenance schedule for the Police Department's fleet of vehicles; coordinates vehicle replacements;
- Schedules California Department of Motor Vehicles and other State required inspections;

- Drives vehicles and transports equipment for service.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May conduct on-the-job training for new personnel
- May be called upon to testify in court.
- Attends division, department, and community meetings as required.
- Performs related duties as required.

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### **Qualification Guidelines:**

#### **Knowledge of**

- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Basic evidence collection techniques
- Effective safety principals and practices.
- City policies and procedures affecting departmental operations.
- General City operations.

#### **Ability to**

- Learn basic patrol procedures as related to assigned functions.
- Learn appropriate municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code.
- Learn appropriate radio codes and procedures.
- Learn and use law enforcement telecommunications databases and other applications in an appropriate manner.
- Perform basic computer keyboarding functions.
- Perform work requiring continuous physical activity.
- Handle calls, questions and complaints in an appropriate manner.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly
- Work effectively and efficiently with a minimum of supervision.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Understand and interpret rules, regulations and laws related to assigned function.
- Interprets administrative or operational policies without immediate supervision within appropriate guidelines.
- Deal tactfully and effectively with the public.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Interview citizens and victims and extract appropriate information for written reports.
- Communicate effectively and deal firmly with diverse, demanding, and sometimes hostile people.
- Effectively supervise the activities of prisoners.

City of Torrance  
Code: 7306  
Bargaining Unit: Crafts & Trades

- Maintain records relating to care of prisoners, property, meals, etc.

#### **License or Certificate:**

A valid California Motor Vehicle Operator's License (Class C) of the appropriate class or grade.

#### **Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from high school or possession of a GED Certificate. No specific experience is required; experience working with the public is desirable.

Successful completion of a Standards and Training for Corrections certified Adult Corrections Officer Core Course must be completed within the first year of employment as a condition of continued employment.

#### **Special Requirements**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Must be able and willing to work rotating shifts and holidays.

May be rotated to any of the assignment areas.

Must be able to successfully pass a background investigation.

Requires the ability to frequently drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires back and leg coordination to stoop, kneel, crouch, bend and crawl. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires color and visual perception and discrimination; as well as oral communications ability. Requires the ability to accurately perceive sounds.

#### **Career Ladder Information**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Police Services Supervisor (when created).

The logo for the City of Torrance, featuring the word "Torrance" in a stylized, cursive font.

[Close Window](#) : [Print Page](#)

City of Torrance  
Class Code: 7306  
Male and Female

January 1977  
(Revised)

TO EXPRESS INTEREST IN THIS POSITION, CLICK [HERE](#)

## Services Officer

### Definition

Under general supervision, provides for the processing, security, health, safety, and feeding of prisoners; works with employees engaged in routine maintenance of police facilities; receives, stores and releases property; maintains records; enforces parking regulations; receives complainants, takes reports and answers inquiries; maintains records; performs clerical tasks; does related work as required.

### Distinguishing Characteristics

Incumbents in this class are nonsworn personnel. Distinguished duties performed by incumbents in this class are booking, searching and caring for prisoners confined in the City jail facilities. Services Officer (Female) perform custodial duties in the female lockup facilities, including body searching, feeding and checking prisoners. Services Officer (Male) performs similar custodial duties relating to male prisoners. A Services Officer, also, serves subpoenas, interviews complainants and takes reports, accepts and tags property, and enforces parking regulations.

### Examples Of Duties

- Receives and books prisoners; assists police officers in searching prisoners; checks with record bureau of other agencies for outstanding warrants; takes fingerprints, photographs and develops prints; prepares and serves meals; inspects jail facilities for security, cleanliness, and maintenance; accompanies and maintains custody of prisoners to and from visiting area, and line-up room; processes prisoners for release; maintains records of meals served, bookings and the trusty work schedule.
- Accepts property to be used for evidence and receipts for same; tags property for identification and maintains a file on all property in custody; stores property for safe keeping; checks out property to authorized officers for use as evidence; releases property to owners subsequent to its use in court.
- Serves subpoenas for summoning witnesses to trial; keeps record of subpoenas received and served; performs miscellaneous station duties in connection with subpoena service; answers inquiries of the public; receives complaints at front desk, and obtains all necessary information; completes reports as required.
- Operates a three wheel motor or other vehicle in enforcing parking laws and regulations; writes parking citations; does follow-up work and report writing in connection with parking enforcement work.

### **Minimum Qualifications**

#### Knowledge of:

- Basic functions of a modern police department.

#### Ability to:

- Type;
- Read and write at the level necessary to perform the job;
- Follow written and oral instructions;
- Effectively supervise the activities of prisoners;
- Establish and maintain effective working relationships with other employees, visitors and the public;
- Keep records relating to prisoners, property, meals, etc.

### **License Required**

A valid California Motor Vehicle Operator's License of the appropriate class or grade.

### **Experience**

None required.

### **Education**

No requirement.