



DATE: September 20, 2018

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT Revised Job Description for Community Service Officer

RECOMMENDATION

That the Personnel Commission reviews and comments on the job description for the position of Community Service Officer to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

SUMMARY

The City of Hayward Police Department requested to update the duties; knowledge, skills and abilities (KSA); and minimum qualifications for the classification of Community Service Officer. The request was primarily due to the California Board of Corrections Standards and Training changing defense tactics from basic defense to advanced defensive tactics methods. Additionally, alternate methods to qualify were added to the Community Service Officer job specification to include language for lateral applicants and the near classification of Police Officer academy graduates as qualifying.

BACKGROUND/DISCUSSION

In addition to adoption and approval of the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

The changes to the job description are intended to update the essential duties and required abilities of the Community Service Officer to reflect responsibilities with current duties. The California Board of Corrections Standards and Training revised a core ability for correctional officers from knowing and being able to perform basic defense tactics to advanced defensive tactics. Human Resources also reviewed the essential duties against the Knowledge, Skills and

Abilities (KSAs) to ensure the key competencies a job candidate needs to be successful in the classification were captured, including physical and emotional characteristics to perform the job that consist of the application of necessary control and self-defense procedures.

The existing Community Service Officer classification is a single, journey level classification requiring candidates to have two (2) years of work experience with frequent public contact, preferably in law enforcement, or two (2) years of college education in a related field of law enforcement. At the request of the Police Department, the Community Service Officer classification was revised to include alternate methods to qualify and capture language for lateral applicants.

The City continuously recruits for this position and has recruited for lateral Community Service Officers since 2006. Applicants for the lateral recruitment are required to have worked in an equivalent capacity performing the duties at the journey level that involve the full range of correctional officer duties assigned to a jail facility for at least one year. Additionally, they must have successfully completed the Basic Correction Officer Core Course by the California Board of Corrections Standards and Training. This has been an accepted qualifying method approved by the City and corresponding bargaining group; however, the job description was never updated to reflect as a qualifying method.

In order to expand the applicant pool for the Community Service Officer position, alternate qualifying language was also added to this job description to allow for more candidates to qualify as lateral applicants based on the following justification. The California Board of Corrections Standards and Training considers candidates that have participated and graduated from a California Peace Officer Standards and Training academy to meet the criteria as a lateral applicant. Police Officer academy graduates have participated in six (6) months of intensive training and exceed the criteria for qualifications for a correctional officer. Therefore, Police Officer Academy graduates may also apply for the City's lateral opportunity and be considered.

The changes to the Community Service Officer job description were shared with representatives of Service Employees International Union (SEIU), Local 1021 Clerical and Related Unit, and its representatives are in agreement with these changes. The Community Service Officer job description was revised to update the definition, essential duties, job related and essential qualifications, and experience and education.

The changes to the job description are as follows:

DEFINITION

Removed: "...maintenance of equipment and firearms,..."

SUPERVISION RECEIVED

Replaced: "...Jail Manager..." with "...Jail Administrator..."

ESSENTIAL DUTIES

Added:

- "...processing prisoners through jail, including..."
- "...and advising of procedures and telephone rights; searching prisoners for weapons, narcotics or other hazards and contraband; housing, care and control of adult prisoners and juvenile arrestees; conducting property inventory, medical screening and prisoner classification."
- "... (i.e. live scan service) ..."

Replaced:

- "...by bus..." with "...to..."
- "...inquire..." with "...inquiries..."

Removed:

- "...juvenile..."
- "Processes prisoners through jail, including advising of procedures and telephone rights, searching prisoners for weapons, narcotics or other hazards and contraband, conducting property inventory, medical screening and prisoner classification."
- "...PIN and..."
- "Monitors vehicle use and service schedule to ensure appropriate servicing and repairs are performed."
- "Prepares, processes, stores, and picks up equipment from storage area for disposition."
- "Organizes and facilitates neighborhood watch and business group meetings."
- "Performs maintenance and cleaning of department issued firearms and safety equipment (i.e. body armor, gas masks, batons, etc)."

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Replaced:

- "...basic self defense." with "...and apply advanced defensive tactics methods."
- "...and operating..." with "Operate modern office equipment including computer equipment, specialized software applications, programs and..."

Added:

- "..., and application of necessary control and self-defense procedures."

EXPERIENCE AND EDUCATION

Added:

- "One (1) year of experience working in a jail facility and successful completion of the Basic Correction Officer Core Course by the California Board of Corrections Standards and Training.

OR

Possess a California Peace Officer Standards and Training Basic Academy Certificate.

OR"

FISCAL IMPACT

There is no fiscal impact as a result of changes to the job description.

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council's Strategic Initiatives.

Prepared by: Lisette Del Pino, Human Resources Analyst II

Recommended by: Nina S. Collins, Director of Human Resources

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is positioned above a horizontal line.

Kelly McAdoo, City Manager