



**DATE:** May 9, 2019

**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 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. The City is also eliminating the requirement of a typing certificate and instead will assess the ability to use modern office applications. 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 AND 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 align responsibilities with current duties. The California Board of Corrections Standards and Training revised a core ability for correctional officers of defense tactics from basic defense to advanced defensive tactics methods. Human Resources also reviewed the essential duties against the KSAs to ensure the key competencies a job candidate would need to be successful in the classification were captured, including

physical and emotional characteristics to perform the job, which consist of the application of necessary control and self-defense procedures.

The City also revised an essential job duty to accurately reflect the work currently performed by employees in this classification. The ability to type twenty-five (25) words per minute has been replaced with the ability to operate modern office equipment, including computers. Approximately sixty percent (60%) of the qualified candidates do not submit the required typing certificate at the time of application. After multiple requests to submit the certificate, they are disqualified from the recruitment process. Revising this essential function to operate computer equipment will eliminate requiring a typing certificate and allow applicants that meet the minimum qualifications to advance in the recruitment process. Human Resources will use alternate methods to assess the ability to operate modern office equipment in lieu of requiring a typing certificate. This revision will expand the current applicant pool without sacrificing the quality of candidates.

The existing Community Service Officer classification is a single, journey level classification requiring candidates to have two (2) years of work experience involving high 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 minimum qualifications section was revised to capture language for lateral applicants and include alternate methods to qualify.

The City has recruited for Lateral Community Service Officers since 2006. Applicants are required to have worked in an equivalent capacity performing the duties at the journey level, which involve the full range of correctional officer duties assigned to a jail facility for at least one year and 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 this as a qualifying method.

In addition, the California Board of Corrections Standards and Training indicated candidates that have participated and graduated from a California Peace Officer Standards and Training academy meet the criteria as a lateral applicant. Police Officer academy graduates have participated in a six (6) month intensive training and exceed the criteria for qualifications of a correctional officer. Language was added to the Community Service Officer job description to reflect this alternate method to qualify as a lateral applicant.

The job description for the Community Service Officer was shared with representatives of Service Employees International, Local 1021 Clerical and Related Unit, and its representatives are in agreement with these changes. The 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: "...evidence,..." and "...maintenance of equipment and firearms,..."

Added: "Primarily assigned to work in the jail facility."

**DISTINGUISHING CHARACTERISTICS**

Replaced: "Assignments are performed in support of various divisions..." with "Assignments are primarily performed in the City jail; also support various divisions..."

**SUPERVISION RECEIVED**

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

Added: "...staff."

**ESSENTIAL DUTIES**

Added:

- "Is required to perform full custodial searches as needed."
- "... (i.e. live scan service) ...; and registers offenders in applicable systems."

Replaced:

- "Performs duties related to juvenile booking. 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." with "Performs duties related to processing prisoners through jail, including booking 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; and provide for telephone calls and visitations."
- "Transport prisoners by bus to..." with "Transports prisoners to..."
- "...inquire..." with "...inquiries..."
- "Enforces parking regulations and writes traffic citations." with "Enforces parking regulations, writes and approves traffic citations."

Removed:

- "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."
- "Provides home and commercial security surveys."

- “Performs maintenance and cleaning of department issued firearms and safety equipment (i.e. body armor, gas masks, batons, etc).”

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Ability to:**

#### Replaced:

- “...basic self-defense.” with “...and apply mandated advanced defensive tactics methods and application of necessary control and self-defense procedures.”
- “...little...” with “...general...”
- “...and operating...” with “Operate modern office equipment including computer equipment, specialized software applications, programs and...”

#### Added:

- “...as well as learn and apply pertinent federal, state, and local laws, codes and regulations.”
- “Work varied hours including evenings, weekends, and holidays.”

#### Removed:

- “Type accurately at a rate of 25 net words per minute.”
- “...with all members of the community...”

## **EXPERIENCE AND EDUCATION**

#### Replaced:

- “...training...” with “...education...”
- “Two years of experience involving high public contact, preferably in law enforcement.” with “Two years of responsible work experience, high public contact and/or in law enforcement preferred.”

#### 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”

- “Two years of college education, in a related field of law enforcement may substitute responsible work experience.”

#### Removed:

- “OR

Two years of college education, in a related field of law enforcement.”

**FISCAL IMPACT**

There is no economic 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.

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Approved by:



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Kelly McAadoo, City Manager