

## **DOWNTOWN ENGAGEMENT TEAM MEMBER - PART TIME - NON-BENEFITED**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Downtown Engagement Team Member is a non-sworn, civilian position responsible for patrolling the City of Mesa downtown area by foot and vehicle and providing downtown area safety and security by partnering with police and local officials and providing a visible, uniformed presence. Additional duties include greeting the public to assist, direct, answer questions, and address concerns; establishing and maintaining a direct partnership with the downtown merchants to keep open lines of communication; monitoring the assigned area for violations of city/state codes and laws; reporting unwanted behavior and/or criminal activity to the police department; assisting in homeless outreach and crisis intervention; recording and reporting infrastructure hazards that need addressed; and notifying Emergency Medical Services for those in need of medical attention. A Downtown Engagement Team Member is also responsible for completing logs and witness statements. The work performed is of a quasi-police nature. This class performs related duties as required.

**Distinguishing Features:** The Downtown Engagement Team Member is a civilian classification. An employee of this class is required to wear a uniform and carry a two-way radio and cellular phone. This class does not carry a gun, issue citations, or make arrests. This classification has extensive public contact which requires exercising initiative, patience, tact, and good judgment in resolving issues. This class is distinguished from the Park Ranger classification by the latter's responsibility to issue citations and testify in court. This classification has been designated as a non-classified, non-merit system, at-will position. Work is performed under the general direction of a Police Sergeant, or other sworn police employee. This class is FLSA non-exempt.

### **QUALIFICATIONS**

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED, and a minimum of two years of public contact experience preferably in a law enforcement/public safety environment.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire or promotion date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required.

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** Former law enforcement officer experience is preferred.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Communicates with the general public and other city employees in person in order to clearly provide direction, information, and answer questions. Communicates via radio with police, fire departments, and other city departments. Maintains open communication with all downtown businesses. Assists residents and visitors in downtown area. Refers matters of enforcement to sworn officers. Contacts and assists unhoused individuals with needed resources. Communicates effectively, both orally and in writing. Prepares written logs and witness statements with clearly organized thoughts using proper sentence structure, punctuation, and grammar.

**Manual/Physical:** Patrols Downtown Mesa area and facilities to provide security, and visually observe activities of persons. Operates a vehicle requiring a valid Class D Arizona Driver's License by hire or promotion date to patrol parks and buildings in various locations downtown. Operates a portable radio and cell phone. Notifies appropriate personnel in emergency situations. Walks extensively while patrolling the downtown area and performs outdoor duties in a variety of weather conditions. Meets scheduling and attendance requirements.

**Mental:** Makes sound decisions and quickly reacts in a positive manner. Analyzes situations to determine if there is suspicious activity requiring sworn officers to respond. Integrates training, experience, and knowledge in order to identify potentially dangerous situations. Learns job-related material through on-the-job training.

### **Knowledge and Abilities:**

Knowledge of:

law enforcement activities;  
City of Mesa geography, including Downtown area main streets and their addresses;  
organizational structure of the City of Mesa; and  
community services provided by other public and private agencies.

Ability to:

radio for the Mesa Police or Fire and Medical Departments in emergencies;  
work independently;  
perform several tasks simultaneously;  
analyze situations quickly and objectively;  
actively seek out individuals in need of assistance;  
assist and direct the public and downtown workers to destinations within the Downtown Mesa area;  
answer questions and/or concerns;  
monitor assigned area for persons violating city/state codes and laws;  
deal effectively with all segments of the public in stressful situations requiring tact, discretion, and diplomacy;

anticipate and solve problems on a daily basis;  
prepare clear, concise, and comprehensive written logs and summaries;  
walk extensively and perform outdoor patrol duties under varying work and climatic conditions; and  
understand and follow oral and written instructions.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

MR/js/sm

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EEO-PSW

JOB FCTN-PUB

INCREMENTS 66-200

PAY GRADE 44

IND-7720

SWORN-No