

## **POLICE SERVICE OFFICER II**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Police Service Officer II investigates traffic collisions involving: City of Mesa employees, Mesa Public School Buses, Valley Metro Buses, minimal vehicle damage, hit-and-run collisions with and without injuries, minor injury collisions, investigate life threatening collisions as well as serious injury collisions which may become life threatening, and collisions involving life flight helicopters. Additional investigation duties require an incumbent to develop and follow-up on investigative leads from victims and witnesses; conduct in-depth interviews with suspects and witnesses involved in traffic collisions; issue accident-related citations; prepare reports; answer questions from attorneys, insurance companies, and private investigators; take fingerprints on all misdemeanor citations; take photographs of accident scenes and parties involved; obtain and package physical evidence; mark abandoned vehicles; provide traffic control; handle “callback” criminal calls, Animal Control calls, and Code Compliance calls, as needed; and perform other tasks in support of law enforcement activities.

Incumbents may assist with sworn investigations of fatal accidents and hit-and-run accidents. In addition to collision investigations, a Police Service Officer II will respond and direct traffic in intersections during power outages, signal malfunctions, at collision scenes, and for various other calls such as traffic hazards, stranded motorists, crowd control, funerals, and parade details. Incumbents enforce parking violations and issue parking citations. Incumbents in this class are trained to investigate calls which are not in progress and do not contain suspect information such as: vehicle, residential, and commercial burglaries/thefts/damage; stolen vehicle reports, stolen vehicle recovery reports, recovered stolen property reports, Mesa City Code violations, missing persons, tagging, and towing abandoned vehicles, various animal-related calls; and pick up found property. A Police Service Officer II may testify in court on circumstances relevant to traffic incidents. Other duties performed in addition to accident investigation includes providing parking enforcement. This class is responsible for performing related duties as required.

**Distinguishing Features:** An employee in this civilian class performs work of a quasi-police nature under the supervision of a sworn supervisor and supplements the activities of Police Officers. A Police Service Officer II handles a large portion of the traffic accident investigations; including life-threatening incidents, investigating leads, report writing, issuing related citations, and providing traffic control. This classification requires extensive contact with the general public, which requires considerable patience, tact, and persuasion in interacting with citizens who are frequently angry, confused, injured, and/or hostile. This classification is distinguished from a Police Officer by the fact that the employee is not a sworn officer, does not carry a gun, and does not make arrests. A Police Service Officer II is distinguished from the Police Service Officer I by the responsibility for more serious, life-threatening accidents, and the technical aspects of accident investigation such as reconstruction techniques. Rotating shift work and the wearing of a uniform are required. This class is FLSA nonexempt.

### **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 a minimum of two years' work experience in a public safety environment, OR one year of work experience investigating traffic accidents.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to successfully complete a psychological evaluation.

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

**Preferred/Desirable Qualifications.** Graduation from high school or GED is preferred. Responsible traffic safety work experience or instruction in accident investigation is preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public including witnesses, victims, suspects, media, attorneys, insurance companies, private investigators, other City employees, management, and public officials in order to complete traffic collision investigations and explain traffic codes and citations. Prepares written documents including: accident reports, citations, abandoned vehicle reports, and miscellaneous offense reports with clearly organized thoughts using proper sentence structure, punctuation, and grammar that meet police report writing requirements.

**Manual/Physical:** Operates a personal computer (PC), typewriter, copier, printer, and camera in order to process reports. Detects traffic sounds (when working near moving traffic) and sirens, calls for assistance, and other warning signs when providing traffic control and investigating traffic accidents. Operates a marked police vehicle requiring a standard Class D Arizona Driver's License in order to respond to accident scenes. May assist with the collection and packaging of evidence at the scene of an accident. Takes fingerprints on all misdemeanor citations. Enters and retrieves data or information on a PC in the police vehicle, police station, or using a laptop computer in order to communicate with dispatch and run criminal or driving history checks. Issues parking citations. Sorts and files reports taken. Prepares scaled diagrams pertaining to accidents. Moves traffic cones, barricades, and roadway flares from vehicle to roadway in order to redirect and control traffic. Works with chemicals such as mace. Works in a variety of weather conditions while performing accident investigations and traffic control.

**Mental:** Prioritizes own work. Comprehends and makes inferences from written material including: various statutes, traffic codes, ordinances, and departmental policies and procedures in order to apply them to various situations and issue correct citations. Integrates training, experience, and knowledge in order to identify potentially dangerous situations, and resolve incidents with minimum injury to self or other persons and damage to property involved. Resolves traffic accident scenes through the application of technical accident reconstruction and investigation methods/procedures. Learns job-related material in a classroom setting and through on-the-job training regarding accident reconstruction/investigation and report writing.

**Knowledge and Abilities:**

Knowledge of:

law enforcement activities and the organization of a police department;  
traffic codes;  
City of Mesa geography and street locations; and  
the community services provided by other public and private agencies.

Ability to:

acquire a working knowledge of various statutes and ordinances related to the duties performed;  
obtain information through interviews and observation;  
comprehend, retain, and recall factual information;  
deal effectively with coworkers, City officials, and the general public in routine and emergency situations;  
operate and maintain equipment pertinent to accident investigation procedures; and  
demonstrate moral character, honesty, tact, fairness, lack of prejudice, and desire to help when assisting the public.

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.

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EP/lb/js

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EEO-PSW

JOB FCTN-GEN

INCREMENTS 47-200

PAY GRADE: 44

IND-7720

SWORN-No

GROUP I-No