



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 640.5

Job Title: **POLICE SERVICE OFFICER**

Pay Grade: 7

GENERAL SUMMARY:

Performs para-professional police and various support activities to assist in crime prevention.

RESPONSIBILITIES:

- Provides information in person and by telephone to individuals seeking answers to specific questions concerning crime prevention, crime reporting and problem referral.
- Distributes literature and assists in coordinating neighborhood crime prevention programs.
- Establishes rapport with police volunteers.
- Maintains records and prepares special reports.
- Enters and retrieves selected information, such as offense reports and inventory control.
- Receives and delivers messages.
- Fingerprints and photographs individuals.
- Processes prisoners and operates elevator.
- May perform other duties as assigned by supervisor.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

EXPERIENCE:

No experience is required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity which requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Police Service Officer

Senior Police Service Officer

Effective: October 1990

Revised: February 1993