

City and Borough Sitka, Alaska

Class Specification

Class Title	Multi-Service Officer (MSO)
Class Code Number	8055
FLSA Designation	Non-Exempt
Pay Grade and Range	PSEA
Effective Date	7-1-2008 rev 11-26-2014

General Statement of Duties

The Multi-Service Officer or MSO performs various job duties as needed and determined by the Sitka Police Department. Examples of major duties include:

- Periodically enforce all parking related laws within the City and Borough of Sitka.
- Periodically perform duties associated with the Universal Enrollment Program.
- Gather, analyze, and distribute information to members of the Sitka Police Department, in a manner that contributes to the successful prevention of crime, rapid apprehension of suspects, and timely completion of criminal investigations.
- Temporarily perform the duties of a Jailer when needed.
- Temporarily perform the duties of personnel assigned to Dispatch and Records when needed.
- Perform the duties of personnel assigned to Evidence processing when needed.

Distinguishing Features of the Class

The primary duties of the Multi-Service Officer are to perform traffic enforcement, evidence processing and to provide assistance to the Investigative and Patrol Divisions. Temporary assignments to Evidence, Transportation Worker Identification Credential program (TWIC), the Community Jail, and/ or Dispatch and Records divisions will occur when necessary to guarantee the delivery of service to the community. The work is performed under the direct supervision of the Lieutenant, but the ability to exercise independent judgment and initiative is encouraged. A person in this position will be trained and demonstrate the ability to perform the various duties before being assigned to do them.

The duties of this class are performed in both indoor and outdoor work environments and involve all types of weather. Some assignments like traffic enforcement and jail officer may expose the employee to the dangers inherent to performing those kinds of duties. An employee in this class may perform any one or more of the duties as assigned.

Examples of Essential Work (Illustrative Only)

- Routinely enforce parking regulations in the downtown, airport, and harbor parking lot areas;
- Routinely process evidence and prepare it for court proceedings;
- Issue parking citations, and written or verbal warnings;
- Enforce the abandoned and junked automobile regulations, including impounding and disposing of vehicles as needed;
- Respond to citizen inquiries/complaints about parking regulations;
- Screen taxi cab operators/owners, including inspecting cabs prior to use as a for-hire vehicle;
- Performs background checks on immediate owners of tour companies and inspect vehicles used for the purpose of tourism;
- Register bicycles and other property as requested;
- When known or obvious, relay emergency information to proper Police personnel;
- Periodically answer 911 calls in Dispatch for Police, Fire, Emergency Medical Services, (EMS) and Search and Rescue (SAR), and disseminate information via two way radios;
- Process non-emergency calls direct them to correct staff for follow up;
- Use the dispatch, records, and other computer systems to support Police functions;
- Provide occasional and temporary staff support to the Sitka Jail;
- Temporarily perform the duties of a Dispatch and Records Clerk as needed;
- Keep immediate supervisor informed of work progress and seek new or improved ways of solving problems;
- Attend meetings, training workshops, and review various media to remain current on the principles and best practices of assigned work areas;
- Establish and maintain effective working relationships with other departments, city employees, and the public;
- Assist investigators and patrol officers with case development, the retrieval of criminal justice information, and case load distribution;
- Use computers and databases to collect and evaluate criminal intelligence information;
- Organize and disseminate information to Officers and Investigators to prevent crime, and to promote the successful prosecution of persons involved in criminal activity;
- Assist with the investigative customer service to keep persons who have reported a crime informed about the status of their case;
- Process TWIC, Hazmat, and Pre-check applicants;
- Perform other related duties as assigned.

Required Knowledge, Skills and Abilities

- Ability to learn parking and traffic laws;
- Ability to respond to citizen concerns in a timely and professional manner.
- Ability to learn dispatch procedures and how to enter information into police computers;
- Ability to gain a working knowledge of Police Department activities and procedures;
- Ability to perform in a courteous and professional manner under stressful situations;
- Ability to quickly disseminate crucial information in a clear, concise, and understandable manner to Police Officers and other emergency personnel;
- Ability to elicit needed information from persons involved in all types of emergency situations;
- Ability to handle multiple tasks and to prioritize them;
- Ability to handle confidential information with tact and discretion;
- Ability to perform computer entry with speed, efficiency and accuracy;
- Ability to quickly learn geographical information and communicate this information to needed personnel and members of the public;
- Ability to communicate well with others both verbally and in writing;

- Ability to understand and follow verbal direction and/or written policies, procedures and instructions;
- Ability to prepare accurate and reliable reports;
- Ability to operate a personal computer using standard or customized software applications;
- Ability to use logical and creative thought processes to develop solutions;
- Ability to perform a wide variety of duties and responsibilities;
- Ability and willingness to learn and put new skills to use.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; and
- Some related experience in public safety operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a valid driver's license issued by the State of Alaska;
- Ability to become Alaska Public Safety Information Network (APSIN) Certified;
- Ability to obtain Jail Certification;
- Ability to pass a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively in emergency situations with an attention to time constraints;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system and monitor traffic situations;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment and all parking and traffic related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to patrol assigned areas.

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