

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Public Service Officer</b>	<b>Class Code:</b>	<b>46503</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>C</b>
<b>Supplemental/Code:</b>	<b>Protective Service Worker/7</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Non-exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose**

Functions as a lead worker overseeing the daily activities of school crossing guards who escort elementary children across hazardous streets to ensure that all school areas are properly staffed for the safe street crossing of school children walking to and from school, or

Performs administrative duties and lower priority police work to assist police officers and citizens at division stations and in the field or notifies citizens of outstanding warrants and handles inquires regarding warrant notification and department procedures.

**Essential Functions:**

1. Assists with interviewing, hiring, and training school crossing guards providing them with all the information necessary to implement their duties to ensure appropriate staff is available to meet the needs of all school areas.
2. Makes and changes work assignment to school crossing guards to ensure all school areas are covered.
3. Observes school crossing guards in the field to ensure safety procedures are followed and evaluate their performance.
4. Processes all administrative paper work related to school crossing guards, struck child, prepares daily activity sheets, time cards, complete scheduling and payroll and file all appropriate accident reports.
5. Investigates complaints about school crossing guards with citizens and school officials by questioning involved parties to promptly address and resolve concerns.
6. Monitors school zones, signs and markings for the crosswalk completes necessary paperwork for any correction or changes.
7. Issues parking citations for violation of school zone, or
8. Responds to low priority (level 3 and 4) calls, complete police reports and provide department program information to assist citizens.
9. Operates telecomputer call-out system to notify citizens of outstanding warrants.
10. Files and retrieves paperwork such as reports and subpoenas to respond to citizen or police officer requests.
11. Performs research regarding arrest warrants to provide information to citizens.
12. Gathers and comp lies numerical data to prepare manpower and activity reports for police officers.
13. Maintains and distributes equipment and vehicles for police officers.
14. Direct traffic at crime scene to allow police officers time to investigate crime.

15. Regular, reliable and punctual attendance is an essential function of the job.

**Knowledge, Skills and Abilities Required to Perform Work**

Knowledge of hiring and personnel principles and practices.

Knowledge of basic supervision principles and practices.

Knowledge of state traffic laws, penal codes, and city ordinances governing school zones.

Ability to communicate effectively and diplomatically, both orally and in writing.

Requires State of Texas Class "C" Driver's License.

Knowledge of City of Dallas ordinances, familiarity with state of Texas traffic laws and penal code.

Knowledge of basic mathematical principles.

Ability to complete written police reports.

Ability to file documents according to various sequential arrangements (e.g., alphabetical, numerical and chronological).

Requires State of Texas Class C Driver's License.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

**Working Conditions and Hazards**

Normal office conditions.

Subject to all weather conditions when observing school crossing guards and coordinating the removal of abandoned vehicles,

Work indoors the majority of the time, however, incumbents are required to report to crime scenes in all weather conditions.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.