

**CITY OF SANTA CLARA, CALIFORNIA  
CLASS SPECIFICATION**

**TITLE: JAIL SERVICE OFFICER (353)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Police	Various	Non-Exempt

**CLASS SUMMARY**

Operates the temporary detention facility, fingerprints and photographs arrestees in the booking process, conducts searches and inventory of property, monitors building security console, maintains detention records and releases prisoners as authorized. Performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is a stand-alone non-sworn classification and is distinguished from sworn classifications in that the incumbent is focused on proactive security procedures and processes involved in operating the department's temporary holding facility. Incumbents work under general direction and are expected to follow set procedures and work patterns in alignment with Department Standard Operating Procedures.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

- Graduation from high school or possession of a G.E.D., and
- Three (3) years' experience requiring considerable contact with the general public.

***ACCEPTABLE SUBSTITUTION***

None.

***LICENSES/CERTIFICATIONS***

Possession of a valid California Class C driver's license is required at time of appointment.

***DESIRABLE QUALIFICATIONS***

- Working within a law enforcement agency, related agency, or the U.S. Armed Forces,  
OR
- Completion of the Corrections Academy (Adult Corrections Officer Core Course) training approved by the California State Board of Corrections.

***OTHER REQUIREMENTS***

- All candidates will be required to pass a City background investigation, which will include fingerprinting, polygraph and psychological examinations.
- Incumbents will be required to pass various state and county tests that may include CJIC/2 and DOJ/NCIC.
- Successful completion of training to comply with California Code of Regulations §T15-1024 as it pertains to supervising inmates in a temporary holding facility is required within twelve (12) months of appointment.
- Any employee hired or rehired on or after January 1, 2023 will be required to complete

## **JAIL SERVICE OFFICER (353)**

the Corrections Academy (Adult Corrections Officer Core Course) within one (1) year of hire as a condition of employment.

- Must be able to perform all of the essential functions of the job assignment.

### **TYPICAL DUTIES**

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Operates the department's temporary detention facility.
- Fingerprints and photographs arrested persons during the booking process.
- Conducts searches and inventories property, such searches may involve feeling and detecting objects, bending, crouching or stooping.
- Exercises physical control over violent and uncooperative individuals.
- Monitors building security console, coordinates response to internal security situations.
- Monitors all movement of individuals entering or departing the detention facility.
- Engages in activities in confined areas, works various shifts.
- Exercises independent judgment.
- Processes and releases prisoners.
- Inspects unclothed persons.
- May be exposed to bodily fluids and wastes.
- May encounter diseased persons.
- Subdues resisting individuals by using maneuvers and/or resorting to the use of hands and feet and other approved devices in self defense.
- Breaks up fights and skirmishes.
- Maintains detention records.
- Inspects detention facility for cleanliness and proper order.
- Receives bail monies.
- Releases prisoners when and as authorized and completes related records.
- Observes prisoners for medical symptoms and initiates action for medical care when necessary.
- Operates standard office machines, computer equipment and various software programs.
- Accurately enters information into various computer databases, including Livescan.
- Prepares forms and reports as required.
- Keeps and completes a variety of records and reports.
- Performs routine clerical duties.
- Enters and receives a variety of information from law enforcement computer information networks.
- Assists the Desk Officer with tasks, including: taking telephone reports, giving information and directions to the general public, contacting the public at the front desk and handling their requests, preparing various crime reports, signing-off 40610 CVC citations.
- Operates a two-way portable radio, and
- Performs other related duties as required.

## **JAIL SERVICE OFFICER (353)**

### **KNOWLEDGE, SKILLS, & ABILITIES**

#### **Knowledge of:**

- Project and workload planning
- Environmental and safety practices, procedures and standards

#### **Ability to:**

- Understand and execute oral and written instructions
- Be courteous but firm in maintaining effective communication with the public and arrested persons;
- Read and understand laws, ordinances, departmental policies, rules, and instructions;
- Cope with hostile and aggressive behaviors;
- React calmly to the stress of emergencies;
- Work effectively in seeking the cooperation of individuals from a variety of backgrounds;
- Learn first aid and cardiopulmonary resuscitation;
- Work effectively in time-sensitive situations and meet deadlines;
- Coordinate multiple projects and complex tasks simultaneously;
- Verbally communicate clearly and effectively both verbally and in writing with both internal City Staff and the general public by using correct English grammar, spelling and punctuation;
- Deal tactfully and courteously with others;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Perform tasks without being told, working in the interest of the City, a self starter;
- Maintain composure and work accurately in emergency situations;
- Work in a highly structured, rank organized environment where all communications are recorded or documented and reviewed as public record;
- Think and reason logically, especially in pressure situations;
- Evaluate alternative courses of action and make sound decisions in a timely manner;
- Extract information through oral questioning;
- Obtain certification as an intoxilyzer operator;
- Think and act quickly in emergencies;
- Assess situations and people;
- Learn, demonstrate, and apply various self-defense techniques;
- Endure verbal and mental abuse when confronted with the hostile views and opinions of prisoners and other people encountered in an antagonistic environment;
- Engage in physically strenuous activities, including: using physical techniques to control persons, pushing or shoving persons to defend self, wrestling people to the ground, breaking up fights between people, operating fire extinguishers or other fire equipment;
- Make independent decisions; and
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties.

### **SUPERVISION RECEIVED**

### **JAIL SERVICE OFFICER (353)**

- Works under the general direction of a Police Sergeant, Lieutenant, or Watch Commander

### **SUPERVISION EXERCISED**

None.

### **SPECIAL CONDITIONS**

- Incumbents must have the ability to work, as assigned, on schedules that may include weekends, holidays, non-traditional work hours; and work overtime as required.
- May be considered to be on-call for emergency response at all times while on duty, including during lunch and break periods.

### **CLASSIFICATION HISTORY**

Established: 9/2007; Rev: 9/2016 Rev. 3/2023