

PUBLIC SAFETY GUIDE

SUMMARY:

Under limited supervision, patrols an assigned area of the City to deter and report criminal activity. Performs duties to enhance the safety and security of the citizens. Performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES:

1. Guide is assigned to designated areas of patrol on streets. Patrol will include periodic business checks and escorts to and from businesses from parking areas and public transportation.
2. Guides will discourage aggressive panhandling.
3. May be requested to conduct patrol while riding a bicycle.
4. Reports any suspicious behavior to Dispatcher for officer deployment.
5. Maintains a working rapport with City Police officers working in the same assigned area.
6. Directs traffic when necessary.
7. Retains current information regarding basic crime prevention techniques.
8. Responds to emergency situations and notifies proper authorities.
9. Maintains Red Cross basic First Aid and CPR Certification. – Training is provided.
10. Renders emergency medical assistance as needed and radios for emergency response teams when needed.
11. Assists disabled motorists.
12. Maintains clean and neat uniform including jacket, pants, shirt, hat, boots and belt.
13. Must dress appropriately for current weather conditions.

KNOWLEDGE, SKILLS AND ABILITIES:

- Skills in operating communications equipment, mobile digital terminals, and pen-based computers.
- Knowledge of mathematics, traffic direction methods and techniques, and departmental policy and procedures.
- Knowledge of first aid and CPR.
- Ability to write accurate reports and communicate the facts of an incident.
- Ability to operate standard office equipment including typewriter, computer, and copier.
- Ability to work independently and communicate effectively.
- Ability to handle stressful situations, to deal with angry citizens, and to maintain confidentiality.
- Ability to handle multiple tasks and work with numerous interruptions.
- Ability to make decisions using sound judgment.
- Ability to establish and maintain effective working relationships with co-workers, supervisors and the public.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate work often in an outdoor and/or indoor setting with occasional exposure to loud noises, wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold or heat, fires, odors, dust, dirt, darkness or poor lighting, chemical, fuels, blood and body fluids and vibration. There is frequent need to stand, walk, sit, talk or hear, use hands, kneel, stoop and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: High School diploma or GED and six (6) months experience involving public contact, or any equivalent combination of training and experience. A valid Florida driver's license is required.