

*City of Ocean Springs*  
JOB DESCRIPTION

**GENERAL SERVICE OFFICER**

**DEPARTMENT:** Police Department  
**REPORTS TO:** Police Lieutenant and/or Administrative Captain

**GENERAL PURPOSE**

The General Service Officer (GSO) is a multi-function civilian officer who performs all duties related to arrestee booking, transport, and processing for Ocean Springs Police Department (OSPD). The GSO also completes fingerprinting and basic police incident reports for walk-in requests and provides support to other OSPD Units, including Dispatch, as needed.

**SUPERVISION RECEIVED**

A General Service Officer performs work under the supervision of the Police Lieutenant in charge of his/her assigned shift, with general supervision from the Administrative Captain.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Booking/Transport/Processing

- Takes custody of arrestees in the field and/or at the Ocean Springs Police Department.
- Performs all functions related to the booking of arrestees and the processing of criminal defendants. This includes but is not limited to fingerprinting, photographing, and searching arrestees; inventorying detainee property; and completing legal forms, citations, and affidavits.
- Prepares paperwork for detainees to bond out or to be transferred to the Jackson County Adult Detention Center.
- Transports arrestees to and from the Ocean Springs Police Department, the Jackson County Adult Detention Center, and the Ocean Springs Municipal Court as needed including court appearances.
- Utilizes and maintains a variety of specialized equipment such as firearms, police vehicles, radios, batons, handcuffs, flares, pepper sprays, electrical weapons, breath testing equipment, and others according to established procedures.
- Maintains proficiency in driving and the use of firearms.
- Drives police vehicles to and from various locations as directed.
- Utilizes a computer for communications, reports, and research.

Additional Duties

- Performs fingerprinting and basic police incident reports for walk-in requests.
- Responds to court subpoenas and testifies in court.
- Participates in training programs and meetings as assigned.
- Assists with providing security during Ocean Springs Municipal Court proceedings.
- Provides support to OSPD Dispatch and other Units as needed.
- Work may consist of 12-hour shifts; evening or variable hours; and emergency call-outs.

**EDUCATION AND CERTIFICATION**

- Graduation from high school or G.E.D. equivalent
- Must complete State of Mississippi certifications as a Detention Officer within 24 months of hire.

**OTHER REQUIREMENTS**

- Must have and maintain a valid Mississippi driver's license.
- Must be at least 18 years old.

## **KNOWLEDGE AND ABILITIES**

- Knowledge of the principles, practices, and procedures used for police booking, detention, and transport.
- Ability to
  - perform all aspects of the booking process;
  - transport, search, and safely handle prisoners in a variety of circumstances; and
  - maintain records and prepare clear and concise reports.
- Knowledge of basic and specialized equipment.
- Ability to
  - operate a variety of specialized tools and equipment including firearms, police vehicles, radios, handcuffs, electrical weapons, and breath testing equipment;
  - operate a computer, telephone, fax machine, and copy machine; and
  - use standard office software including Microsoft Word, Excel, and Outlook.
- Knowledge of the principles, practices, and procedures used for dispatch operations.
- Ability to
  - communicate effectively verbally and in writing;
  - work under pressure and/or with frequent interruptions;
  - work with angry and difficult customers;
  - read, write, and clearly speak English; and
  - perform arithmetic computations accurately and quickly.
- Knowledge of and ability to analyze situations accurately and adopt an effective course of action.
- Knowledge of and ability to follow legal and defensive driving practices.
- Ability to learn State, County, and City laws and ordinances.
- Ability to learn geography of the City of Ocean Springs and specific areas of assignment.
- Ability to learn the organization, policies, and objectives of the Ocean Springs Police Department.
- Ability to understand and work within scope of authority.
- Ability to establish and maintain cooperative and effective working relationships.
- Ability to learn to administer first aid and CPR as necessary.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those an employee encounters in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform the duties of this job, a General Service Officer must utilize the following abilities on a frequent basis:

- Dexterity of hands and fingers to operate a computer keyboard and various police equipment including weapons.
- Lifting, carrying, pushing, or pulling individuals or objects, sometimes with resistance.
- Bending at the waist, stooping, kneeling, or crouching.
- Reaching down, overhead, above the shoulders, and horizontally.
- Speaking and hearing at high, medium, and low volumes, especially over radio and telephone.
- Sitting or standing for extended periods of time.
- Specific vision abilities required by this job include close and distance vision and the ability to adjust focus; 20/20 corrected vision.
- Driving a police vehicle.

In addition, a General Service Officer must occasionally

- Respond to fights, confrontations, physical resistance, foot and vehicular pursuit, and other potentially hazardous situations.
- Deploy and use weapons including firearms.
- Climb stairs, ladders, and over obstacles.
- Walk and run over rough or uneven surfaces.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. A General Service Officer works both indoors and outdoors, including exposure to heat, cold, rain, wind, and adverse weather conditions. The noise level varies considerably from quiet to loud throughout the course of duty.

**SELECTION GUIDELINES**

Submission of completed Employment Application (with resume as a supplement only) to Human Resources; notification of examination date and location; written Corrections/Detention Officer examination; submission of completed OSPD Phase 2 Application Packet; evaluation of education and experience; oral interview(s); reference/background check; CVSA (computer voice stress analysis); and other job-related tests as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.