



JOB TITLE:	BRIDGE SERGEANT	DIVISION:	BRIDGE
REPORTS TO:	BRIDGE LIEUTENANT	EEO CATEGORY:	04 – PROTECTIVE SERVICES
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the direction of the Bridge Captain (or appointee), this “safety sensitive” position acts as a “front line” supervisor of Patrol Officers and, in the absence of the Chief Bridge Service Operator, the Bridge Service Department; is responsible for assigning tours of duty of supervised personnel; performs routine and non-routine security checks of the Bridge and surrounding areas; responds to motor vehicle accidents, suicides and any other reportable incident. Enforces District Ordinances and regulations on all District property, and performs other duties as assigned. Position works twelve (12) hour shifts (AM and/or PM) with changing days off.

Essential Responsibilities

- Monitors all activity in Sgt’s Office, such as, dispatching, monitoring the security system(s), answering all phones (including emergency phones), monitors traffic and Bridge property on closed circuit television to maintain traffic flow and secure areas; activates Variable Messages Signs as required; assists the Public; orders and maintains office supplies.
- Trains in the use of firearms, bomb detection, PC 832 course, first aid procedures, and hazardous material detection.
- Dispatches District personnel to scenes of accidents and all other emergencies; prepares and reviews all applicable reports.
- Responds to all incidents involving District security (emergency or otherwise) including District Bus and Ferry transit disturbances; responds to accidents, attempted suicides, body retrievals on South Tower Moat and other areas near the Bridge, or other incidents as directed (may involve climbing ladders or other Bridge structures or hillsides); notifies CHP Dispatch via direct line of aforementioned incidents.
- Initiates proper procedures in the event of any threats to District personnel, property, or the public.
- Performs preliminary investigations of complaints from the public.
- Patrols District property also providing assistance to the Public; conducts routine and non-routine security checks on all buildings, towers, and anchorages; may use bicycle or scooter to patrol Bridge sidewalks and surrounding areas; assists with directing traffic as needed.



- Documents the flow of traffic through electronic and manual hand counts; makes the recommendation for a change in lane configurations to the on Duty Lieutenant or makes the determination in the absence of the Duty Lieutenant; conducts traffic flow research for the Planning Department.
- Prepares and forwards sick and absentee reports for Bridge Division personnel
- Performs revenue collection and basic troubleshooting measures on District parking machines and AVM machines; writes parking citations.
- Operates the tower elevators and performs driving duties as assigned.
- Ensures that employees under his or her supervision follow established rules, regulations, policies and procedures, and safe work practices.
- Responds to court subpoenas.
- Maintains professional working relationship with co-workers, the public, all outside agencies, including Law Enforcement and the Media.
- Performs other duties as assigned.
- Regular and reliable attendance and performance is required.

Required Knowledge, Skills and Abilities

Knowledge of:

- Applicable Memorandum of Understanding (MOU)
- Occupational health and safety rules and working practices applicable to this position.
- Thorough geographical knowledge of the Bridge and surrounding areas, and other District properties.
- Bridge Operations' rules and regulations.
- District's toll collection procedures and the ability to understand all the components.

Ability to:

- Maintain confidentiality at all times.
- Understand and carry out oral and written instructions.
- Communicate effectively both orally and in writing.
- Prepare clear, concise, accurate and comprehensive written reports.
- Establish, and maintain effective and cooperative working relationships with officials, subordinates, other employees, Law Enforcement personnel, and District management.
- Maintain positive relations with the general public, using tact, discretion, and diplomacy at all times.
- Learn to operate a two-way radio, calculator, FAX, cellular phone.
- Demonstrate proficiency in using personal computer (use of Microsoft Word, Excel, and Outlook) and software used by the Department (i.e. toll collections system, security system(s), video images, alarms, message signs, time keeping devices).
- Learn and direct traffic diversions on the Bridge and its approaches; working knowledge of normal and maintenance diversions.
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- Communicate to the public the toll collection processes, payment options and consequences of non-payment.
- Learn the procedures, policies, and safety practices of the Bridge Service Department.
- Direct and help direct traffic.
- Operate the elevators in Bridge towers.
- Maintain acceptable competence with all firearms required.

Minimum Qualifications

Education and experience:

- Must have a minimum of three (3) years recent full-time experience in Bridge Division, such as a Bridge Service Operator, Patrol Officer, or other position that would allow the equivalent combination of training and experience. Those with less than three (3) years experience in Bridge Division may substitute prior recent position related experience which may be considered on a case-by-case basis.
- A minimum of six (6) months experience using a personal computer for word processing (*the District uses MS Office*). A computer skills test will be given in order to determine skill level.
- A minimum of one (1) year recent full time experience supervising the work of others is desirable.

Required Licenses:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. No reckless driving and DUI infractions within the last 7 years. No more than 2 moving violations within the last 3 years. Operates District vehicles on a regular basis.
- Must possess or be able to obtain a Consumer Affairs BSIS Guard Card Registration and Firearms permit, teargas permit, baton permit, First Aid and CPR Certification, and successfully complete the P.C. 832 Course during the probationary period (6 months).
- Must be able to obtain a Department of Justice "Dangerous Weapons Permit".

Physical Requirement:

Ability to lift up to 50 pounds and carry that weight 30 feet. Ability to climb fences and ladders to access Bridge structures. Ability to safely ride a bicycle. Ability to work at considerable heights, in all types of weather, in confined spaces, etc. Possess the physical abilities to perform the essential duties of the position. Ability to assist in rescue operations and apprehensions of suicides and mentally unstable persons. Ability to work rotating shifts, days, nights, and overtime.

This position may have a potential for or actual exposure to lead. Pursuant to OSHA regulations, District employees are not exposed to lead at concentrations greater than 10 micrograms per cubic meter ($\mu\text{g}/\text{m}^3$) of air averaged over an 8-hour period.

**Mental Requirement:**

Ability to incorporate District policies and regulations in the course of carrying out routine duties. Ability to maintain composure and take appropriate action during sustained stressful situations and emergencies. Ability to make sound and accurate judgments regarding people, behaviors and situations. Ability to respond to any emergency situation (i.e. suicides, armed subjects, CHP back-up requests, traffic accident, etc.).