



JOB TITLE:	BRIDGE PATROL OFFICER	DIVISION:	BRIDGE
REPORTS TO:	BRIDGE SERGEANT	EEO CATEGORY:	04 – PROTECTIVE SERVICES
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	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

The Bridge Patrol Officer works as member of a fast paced and dynamic 24/7 security department with 36 team members to ensure the efficient and effective daily operation and security of the Golden Gate Bridge and associated facilities. Responsibilities include critical infrastructure security, roadway and visitor safety, crisis intervention and suicide prevention, emergency roadway services, traffic management, parking enforcement, revenue collection, and customer service. The Bridge Patrol Officer serves as a customer contact and organizational ambassador for persons who drive, walk and bicycle the Golden Gate Bridge on a daily basis.

Essential Responsibilities

- Patrols the Bridge and surrounding areas using patrol cars, bicycles, and motorized scooters for the purpose of providing security, suicide prevention/apprehension, and to provide assistance to the public
- Responds to all incidents on the Bridge and its approaches, such as accidents, attempted suicides, body retrieval from the South Tower moat and other areas near the Bridge
- Responds to medical emergencies and first-aid calls
- Enforces District ordinances and regulations on the Bridge and surrounding areas and on other District property
- Conducts preliminary investigations of motor vehicle accidents, suicides, and any other reportable incidents that occur on the Bridge or surrounding area
- Checks the District buildings for physical security
- Coordinates with the California Highway Patrol and other law enforcement agencies when needed
- Assists in the apprehension of possible suicides
- Assists with traffic and crowd control
- Performs traffic control and issues parking citations
- Operates tower elevators and performs driving duties as assigned
- Maintains positive public relations and performs preliminary investigations of complaints from the public
- Knows and follows the safety and health rules and safe working practices applicable to the job
- Regular and reliable attendance and performance is required

Required Knowledge, Skills and Abilities

Knowledge of:

- 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 and District regulations and ordinances

Ability to:

- Trained and certified in the use of firearms, bomb detection, fire-fighting, first-aid, CPR, and hazardous material detection and handling
- Learn and practice proper procedures for handling threatening situations, crowd control, and reportable incidents
- Understand and carry out complex oral and written instructions; and routine duties with minimal supervision
- Learn traffic diversions on the Bridge and its approaches
- Learn to drive vehicles equipped with a manual transmission
- Learn and properly operate a two-way radio
- Communicate effectively, both orally and in writing
- Prepare accurate, clear, and concise written reports, using correct grammar and spelling
- Work with numbers and use basic math accurately
- Maintain positive relations with the general public, using tact, discretion, and diplomacy at all times
- Maintain positive and cooperative working relationships with other District personnel at all levels

Minimum Qualifications

Education and Experience:

- Two years' recent experience working in security, emergency responder dispatching or a related field (this *may* include Bridge Operations department work experience) that involved frequent contact with the public.
- Current BSIS Exposed .40 Caliber Firearm Permit
- Current BSIS Security Guard Registration
- Completion of two years' college-level courses in a Criminal Justice related field (AA/AS degree desirable). *Note: Additional qualifying experience and/or training might be substituted on a year-for-year basis in lieu of the education requirement. A written statement outlining additional qualifying experience is required.*

Required Licenses/Certificates:

- 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. May operate District vehicles.



Desirable Licenses / Certifications:

- PC 832 Certificate – “Laws of Arrest”
- First-aid and CPR Certificate

Physical Requirement:

Ability to work outside in all types of weather conditions. Ability to lift up to 50 pounds and carry that weight 30 feet. Ability to drag 165 pounds approximately 10 feet. Ability to climb fences and ladders to access bridge structures. Frequent bending, stooping, and walking. Occasional running and crawling and moving around in tight and/or confined spaces. Ability to learn to use manual shift vehicles. Ability to safely ride a bicycle. Ability to work at considerable heights. Possess the physical abilities required to perform the essential duties of the position. Able to remain standing and/or walking for periods of up to three (3) hours

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 remain calm and carry out appropriate action or direction during periods of considerable and sustained stress. Ability to analyze and evaluate situations in order to make sound decisions and take appropriate actions using the facts presented. Ability to incorporate District policies and regulations in the course of carrying out routine duties. Ability to observe and accurately remember physical details such as faces, physical characteristics, names, numbers, locations and incidents, sometimes after only brief exposure. Ability to think and act quickly during stressful situations and emergencies. Ability to make sound and accurate judgments regarding people, behaviors, and situations. Ability to accurately read and recognize potentially dangerous behaviors and situations

Hours:

- Position covers a 24/7 operation. Shifts are 12 hours, AM (days) and PM (nights).