



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PROCESS SERVER

Class No. 005762

■ CLASSIFICATION PURPOSE

To serve civil and criminal process in the field throughout the County; to perform other non-law enforcement tasks related to, and in support of, the District Attorney's Bureau of Investigations; and to perform other duties as required.

■ DISTINGUISHING CHARACTERISTICS

The Process Server classification does not have Peace Officer status and does not perform law enforcement duties. This class differs from Investigative Specialist I in that it does not perform investigations or other related investigative tasks other than service of routine process.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Directly and indirectly supports the District Attorney's investigations.
2. Serves civil and/or criminal process including subpoenas, summonses, and notices throughout the County to witnesses.
3. Assists Investigators and Investigative Specialists with non-enforcement duties.
4. Utilizes law enforcement computer systems for identifying and locating persons, and verification of criminal history.
5. Conducts lower-end investigations and interviews in locating and identifying persons to be served.
6. May provide information over the phone to the public and other law enforcement agencies.
7. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- Computer programs.

Skills and Abilities to:

- Computer skills.
- Communicate effectively in English, both orally and in writing.
- Make basic arithmetic calculations.
- Contact and communicate with people from a variety of educational and socio-cultural backgrounds.
- Read and interpret legal technical documents.
- Observe and report details.
- Organize work.
- Read maps and locate addresses.
- Learn information pertaining to laws, statutes, codes and policies, and apply in appropriate situations.
- Learn the District Attorney's organization, procedures, policies, powers, duties rules and regulations.
- Understand the ethics of law enforcement.

- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: a high school diploma or passing the General Education Development Test (GED); United States citizenship is required (Section 81, San Diego County Administrative Code); Must be 18 years of age at time of appointment.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens. Occasional evening work may be required. May also have to work at different locations as assigned. May come in contact with irate individuals.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

New: November 20, 1989

Revised: July 25, 2000

Reviewed: Spring 2004

Process Server (Class No. 005762)

Union Code: PS

Variable Entry: Y