

COMMUNITY SERVICE OFFICER

*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.*

SUMMARY DESCRIPTION

Under direction, performs general to more complex and responsible paraprofessional duties in a non-sworn capacity in support of Police Department operations, services, and functions including but not limited to the areas of patrol, traffic, community policing, records, front-desk, investigations, crime lab, and program or project implementation and management; works closely with and provides support to sworn police officers to relieve sworn police officers of technical police related duties in the field and office; performs a variety of other duties based on the needs of the department including those related to special assignments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

General Functions:

- Prepares basic criminal reports; completes and processes criminal mail-in reports; uses a computer terminal or personal computer to enter and retrieve data.
- Maintains various logs and records including those of work performed; creates, maintains, and submits daily officer's log on both paper and electronic media; provides updated criminal information log to citizens and media agencies; assists in writing Public Service Announcements.
- Participates in the development, administration and monitoring of assigned program budget(s) and fiscal activities; projects future funding needs.
- Testifies in court proceedings as required; prepares exhibits for the District Attorney and court as assigned.
- Provides a full range of information to citizens and other interested parties; interprets, applies and explains ordinances, rules, codes, and regulations; enforces codes; assists citizens needing medical attention until paramedics arrive; provides basic first aid.
- Attends and participates in local and regional training and professional group meetings; keeps informed of new trends and innovations; prepares and gives presentations to various groups including citizen groups, committees, homeowner associates, schools, public service organizations, City staff, and other groups as requested.
- May direct, assign, and monitor the work of assigned staff members; provides direction; maintains a positive and productive work environment; may evaluate work performance and recommend appropriate corrective actions.
- Performs related duties as required.

Investigations and Crime Lab Functions:

- Assists Police Officers and Detectives in crime investigation and reporting, or investigates assigned cases including auto theft and embezzled vehicle cases, domestic violence and related cases, cases in the Family Protection Unit including missing person's cases, and cases in the Crimes of Property/Fraud Unit including cases that involve embezzlement, identity theft, fiduciary abuse, credit card fraud, check fraud, computer fraud, traffic collisions/traffic hazards and other crime cases associated with fraud.
- Receives, reviews, initiates, logs, and assigns or disposes of assigned cases; reviews crime reports; investigates cases including interviewing victims, witnesses, and suspects; preserves crime scenes appropriately; gathers, processes and follows-up on forensic evidence, medical records, and other information and documents as necessary;
- Participates in the collection, preservation, analyses, and presentation of evidence; responds to and investigates crime scene; locates and collects evidence; examines and compares latent fingerprints; conducts fingerprint examination and comparison; operates and administers Cal-ID; evaluates and processes latent print evidence; assists in maintaining and calibrating department machines and devises including PAS devises and GCI machine; administers and operates telterac.
- Participates in searches, surveillances, and search warrants; prepares cases to submit to the District Attorney's office for arrest warrant and prosecution.
- Follows-up on information and data collected including in ARJIS, with detectives, and with other agencies; writes and submits clear, concise, thorough and factual reports.
- Serves as liaison to the City Attorney's office the City Attorney's office on specific cases; assists District Attorney's office investigators and other law enforcement agencies with collateral cases; Coordinates the follow-up on District Attorney's Office Complaint Request Evaluations for arrest warrants.
- Serves as the department's background investigator, in coordination with the Department of Justice, for civilians who are applying for the return of firearms/weapons that have been impounded by the department.

Patrol/Community Policing/Traffic Functions:

- Responds to and assists at non-injury, minor injury, and major injury traffic collisions; provides first aid at the scene; provides traffic control at accident scenes and directs other responders/units and emergency medical personnel into the scene; requests tow trucks as necessary; impounds vehicles as necessary; ensures collision debris/hazardous materials are removed from scene.
- Investigates minor and non-injury traffic accidents; writes collision reports and finds fault in collisions; follows-up collision investigations as necessary.
- Participates in searches including those for missing persons, runaways, and elderly/disabled walk-aways;
- Provides traffic control; identifies and removes or coordinates the removal of traffic hazards assists disabled motorists.
- May supervise and coordinate the Adult Crossing Guard Program including monitoring, supervising, documenting, and investigating the work performance of crossing guards.

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Community Service Officer (*Continued*)

- May supervise the Safety Patrol program at elementary schools throughout the City; provides training and education to safety patrol students in the proper procedures for traffic control; conducts daily checks on the attendance and efficiency of safety patrol students; arranges and supervises special trips and events for safety patrol students; performs school crossing guard duties as necessary.
- Serves as liaison to and works closely with City officials, school officials, and concerned citizens to improve traffic and pedestrian safety concerns in the City; attends committee meetings including School District Safety Committee,
- Provides transportation services including but not limited to; non-suspect adults and children, non-injured collision victims, found individuals, children being assigned to the Children's Center.
- Issues notices, warnings, and citations and impounds vehicles; writes citations for offenders of the vehicle code and local municipal codes; writes citations for parking violations including for vehicles stored on roadway.
- Participates in the implementation of the City's Vehicle Abatement program; coordinates the removal of vehicles causing safety and traffic hazards off of City streets including abandoned, wrecked, or nuisance vehicles; answers and processes requests from the Vehicle Abatement hotline; participates in and oversees volunteers involved in marking vehicles, issuing notices and citations, and tagging vehicles; follows-up on vehicles that have been issued 72 hour notices; impounds vehicles as required; processes necessary forms and related paperwork.
- Participates in the administration of the City's DUI cost recovery program; processes and creates DUI cost recovery billings.
- Develops, implements, and coordinates crime prevention and community safety programs; conducts security surveys; coordinates and attends neighborhood watch meetings; promotes and informs public of available crime prevention programs; distributes literature and information; presents safety presentations including Stranger Danger talks, Officer Friendly talks, bicycle and pedestrian safety presentations, and other special presentations and films.
- Designs, produces, and distributes a variety of promotional, marketing, outreach, and informational materials, communications, and presentations for assigned programs, services, resources, events, and activities.
- Teaches Bicycle Safety School; prepares age appropriate materials and agendas for each class.
- Provides instruction and education on child passenger safety seats; works at child seat check-ups in the community with other agencies and community programs;

Front Desk and Records Functions:

- Provides customer service to citizens at the Police Department front-desk; answers telephones, provides information and routes calls to appropriate personnel; greets visitors, provides information, and logs in visitors; provides fingerprinting service to citizens using manual fingerprint station and LiveScan equipment; releases copies of crime, arrest, and traffic reports in accordance with guidelines; registers narcotic, sex, and arson offenders in accordance with guidelines; performs criminal history background checks; prepares agency releases for repossessed vehicles.
- Collects fines for parking/traffic citations; voids citations in accordance with guidelines; signs off on correct vehicle equipment violations, collects vehicle impound fees.

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- Accepts, records, and distributes criminal and civil subpoenas; enters service information into computer.
- Processes and monitors various licenses including massage, bingo, cabaret, pawnbroker, and secondhand dealer licenses;
- Maintains cash register; balances daily receipts.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic law enforcement organization, activities, terminology, practices, and regulations.

Interviewing and interrogating methods and principles.

Evidence collection methods.

Basic bookkeeping and clerical accounting principles, practices and terminology.

Modern office procedures, methods and equipment including computers.

Principles and practices of record keeping and reporting.

Principles of business letter writing and basic report preparation.

Computer applications such as word processing, spreadsheets, and statistical databases.

Procedures and techniques of evidence collection, handling, and preservation including fingerprint examination, classification, and comparison.

Safe work methods and safety regulations pertaining to the work including officer safety standards and safe driving principles and practices.

Principles of supervision and training.

Effective communication skills and techniques required for gathering, evaluating and transmitting information.

Principles and practices of customer service.

Effective English usage, to include proper spelling, grammar and punctuation.

Ability to:

Learn methods and techniques related to basic police functions.

Understand, interpret, and apply pertinent federal, state, and local codes, laws, and regulations including vehicle codes, penal codes, and municipal codes.

Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and guidelines.

Prepare clear, concise, factual, and thorough reports and statements.

Prepare, maintain, file, and index a variety of reports, records, and other written materials.

Speak in public before large and small groups.

Participate in planning, organizing, directing, coordinating, and evaluating assigned programs, projects, events, or technical area.

Participate in the development and administration of program goals, objectives, and procedures.

Identify and respond to community and organizational issues, concerns, and needs.

Organize and prioritize timelines and project schedules in an effective and timely manner.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.

Operate assigned vehicle in a safe manner.

Use and operate assigned tools and equipment including portable radio, camera, and evidence/fingerprint kit.

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Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Supervise, train, plan, schedule, and review the work and performance of subordinates in a manner conducive to proficient performance and high morale (may be required).
Demonstrate an awareness and appreciation of the cultural diversity of the community.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective and courteous relationships with the public and co-workers and contribute to a successful team effort.
Operate and use various office equipment including a computer and various software packages.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. An Associates degree from an accredited college or university with major course work in psychology, sociology, child guidance, counseling, or a related field is highly desirable.

Experience:

Two years of responsible work experience that has included substantial public contact related to public safety or three years of responsible public contact experience. Experience in a police-related area is desirable.

License or Certificate:

Possession of an appropriate, valid driver's license.
Completion of PC 832 course, or the ability to complete the course within the designated timeframe.
Possession of, or ability to obtain within designated timeframe, OC certification.
Possession of, or ability to obtain within designated timeframe, CPR/First Aid certification.
Ability to successfully complete P.O.S.T Basic traffic Investigation Course

Special Requirements:

Must pass a detailed background investigation.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office, front counter, and field setting with travel from site to site; exposure to noise of traffic; mechanical, electrical, and explosive hazards of vehicular accidents; fumes, odors, dust, and toxic substances of vehicular accidents and flares; and all types of weather and temperature conditions while working outdoors. Work hours are typically 40 hour work weeks that may include rotating evenings, nights, weekends, and holidays, with unscheduled breaks as time permits; overtime may be required. Work environment is both formal and informal, team and autonomy oriented, having both routine and variable tasks, pressure, and pace. Work is performed both indoors and

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outdoors in an office, at a front counter, in an automobile, and in a field setting at various locations in the City.

Physical: Primary functions require sufficient physical ability to work in an office and field setting and operate assigned equipment. FREQUENT walking, standing, reaching at shoulder height, downward flexion of neck, and side-to-side turning of neck; strong/power grasp to transport evidence, property, and people; manual dexterity to hold and manipulate paper, writing materials, hand-held radio, telephone, steering wheel, and computer terminal; OCCASIONAL sitting, bending, stooping, squatting, reaching above shoulder height, pushing-pulling, twisting at waist, and upward flexion of neck; lifting of objects weighing up to 25 lbs. from below and at waist level, with assistance; lifting of objects weighing up to 10 lbs. from chest level to above shoulder level, with assistance; transporting of objects weighing up to 100 lbs. for distances up to one city block, with assistance; INFREQUENT crawling, climbing, kneeling, balancing above ground; lifting of objects weighing 26-75 lbs. from below waist level to chest level, with assistance.

Vision: See in the normal visual range with or without correction; vision sufficient to drive, to examine evidence, and to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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Revised by
MH/Department