

SENIOR 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 the most complex and responsible paraprofessional duties in a non-sworn capacity in support of Police Department operations, services, and functions including in the areas of investigating crime cases involving sex crimes, child abuse, and juvenile crime cases, serving as assistant to the press information officer, and representing the department as one of the international liaison officers; 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.

- Investigates assigned cases including child abuse, sexual assault and Family Protection Unit cases; interviews victims, witnesses, and suspects and interrogates suspects in all types of cases; takes victims to forensic exams; follows-up on forensic evidence, medical records, and other information and documents as necessary; prepares reports and cases to submit to the District Attorney's office; testifies in court as necessary.
- Assist the District Attorney's office and Probation Officers in presentation of cases and court exhibits; prepares reports, diagrams, and evidence for court presentations.
- Makes recommendations to detectives and officers on whether a child should be returned home or placed in protective custody.
- Assists in the examination of crime scenes and collection of evidence.
- Maintains working relationship with other agencies, including the District Attorney's office, welfare/social services, community services, health services, probation department, schools, and other law enforcement agencies.
- Serves as a Police Department representative at various organizations including the Child Abuse Program, the California Sexual Assault Investigator's Association, and the Juvenile Probation Interagency Committee.
- Represents the Police Department as an International Liaison Officer; assists the District Attorney's International Unit in preparing cases of Mexican nationals committing crimes in the City for criminal prosecution in Mexico.
- Assists the Press Information Officer for the Police Department for both Spanish and English media.
- Translates documents from English to Spanish and vice versa; interprets for police officers, detectives, support staff, and administration from English to Spanish and vice versa.
- Attends and participates in local and regional training and professional group meetings; keeps informed of new trends and innovations related to area of assignment.
- Maintains various logs and records including those of work performed; prepares reports of activities.

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- Presents informational and educational talks and lectures at schools and other places within the community.
- Receives and responds to citizen inquiries and request for police services in person and by telephone; provides a full range of information to citizens and other interested parties; interprets, applies, and explains a variety of ordinances, rules, codes, and regulations; enforces codes as required.
- Performs a range of other duties in support of the department; assists with special projects and assignments; coordinates the Chief's Action Team.
- Performs related duties as required.

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.

Pertinent Federal, State, and local laws, codes, and regulations including laws regarding child abuse and the collection and preservation of evidence.

Juvenile Justice System and Court System.

Interviewing and interrogating methods and principles.

Principles and techniques used in the investigation of child abuse, sexual assault, and related cases.

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

Standard organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern office procedures, methods, and equipment including computers.

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

Basic bookkeeping and clerical accounting principles, practices, and terminology.

Methods and techniques used in customer service and public relations.

Principles of business letter writing.

Methods and techniques of record keeping, report preparation, and presentation.

English usage, spelling, grammar, and punctuation.

Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.

Procedures and techniques of evidence collection, handling, and preservation.

Ability to:

Communicate tactfully and effectively with children, juveniles, parents, and other individuals and groups in very sensitive investigation settings.

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.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

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.

Provide accurate written and verbal English/Spanish translation.

Participate in planning, organizing, directing, coordinating, and evaluating assigned programs,

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projects, events, or technical area.
Perform responsible and difficult programmatic and administrative duties involving the use of independent judgment and personal initiative.
Participate in the development and administration of program goals, objectives, and procedures.
Principles, practices, and trends used in public information and education programs.
Identify and respond to community and organizational issues, concerns, and needs.
Research, analyze, and formulate recommendations, work plans, and activities regarding planning, technical, and administrative issues.
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.
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 for some positions.
Operate and use modern office equipment including a computer and various software packages.
Learn the operation of law enforcement computer software.
Operate assigned vehicle in a safe manner.
Use and operate assigned tools and equipment including portable radio, camera, and evidence/fingerprint kit.
Type and enter data at a speed necessary for successful job performance.
Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
Exercise sound independent judgment within general procedural and legal guidelines.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
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 working relationships with those contacted in the course of work.

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 a Bachelor's degree from an accredited college of university with major course work in psychology, sociology, child guidance, counseling, or a related field.

Experience:

Two years of experience working closely with juveniles in police, probation, social work, teaching, counseling, or a related field.

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.

Special Requirements:

Must pass a comprehensive background investigation.
Must be fluent in English and Spanish.

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 and crime scenes; fumes, odors, dust, and toxic substances of crime scenes, 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 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 read computer screens and printed documents.

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