



Position Description

COMMUNITY SERVICE OFFICER /

DEFINITION

Under general direction, performs a wide range of field and office duties to support and/or accomplish the goals and objectives of the Police Department; and performs related work as required.

SUPERVISION RECEIVED

Receives close supervision from an assigned supervisor.

SUPERVISION EXERCISED

None generally. May train less experienced personnel.

DISTINGUISHING CHARACTERISTICS

This classification is a non-sworn position in the Police Department. Both Community Services Officer positions utilize a nontraditional work schedule, which may routinely include evening and/or weekend work. Community Service Officers may work independently or may be teamed with other Police Department and/or other City Department personnel to perform a variety of duties which are focused on community education, problem resolution, assistance to police officers, or code and parking regulation enforcement.

Community Service Officer : This is an entry-level position in the Community Service Officer classification. It is an at-will, part-time position and is designed as a training step for individuals who may be interested in a law enforcement career.

Community Service Officer : This is an entry level/journey level position, which is filled through an open competitive recruitment process. This position is full time.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Enforces traffic and parking ordinances; writes parking tickets; impounds vehicles; investigates non-injury and minor injury traffic accidents; interviews witnesses and takes statements; prepares accident reports and diagrams; performs traffic control; responds to and investigates traffic complaints.

Conducts follow-up investigations of crimes; interviews victims and witnesses; develops leads; searches crime scenes, preserves and collects evidence. Prepares cases for trial and testifies in court proceedings. Compiles information regarding crimes, prepares cases for filing of charges and related activities.

Undertakes community oriented police work and assists citizens with such matters as locked or stalled vehicles, crime prevention, traffic safety, traffic direction, etc. Provides a variety of police related information to the public and governmental agencies.

Coordinates activities with other officers or other City departments as needed; exchanges information with officers in other law enforcement agencies; obtains advice from the City Attorney and District Attorney regarding cases, policies and procedures, as needed and assigned.

Performs support duties for sworn personnel involving such activities as processing and serving subpoenas, taking non-suspect reports and related tasks.

Prepares and maintains a wide variety of reports and records.

Accurately enters data into department computer systems; operates CLETS (California Law Enforcement Telecommunications System) terminals for access and inquiry to state and national law enforcement systems.

Secures and maintains evidence and associated monitoring and record keeping.

Receives telephone calls, determines nature and urgency of calls, and coordinates appropriate response.

Composes a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.

Schedules appointments, attends meetings, and occasionally performs relief clerical duties.

Assists in maintenance of Police vehicles, keeps maintenance records on Police vehicles.

Respects and is sensitive towards the cultural and ethnic diversity of the community.

MINIMUM QUALIFICATIONS

Ability to:

Learn the applicable laws, ordinances, and department rules and regulations; communicate effectively both orally and in writing; establish and maintain effective working relationships with subordinates, peers and supervisors; follow verbal and

written instructions; learn the City's geography, and pass an extensive background investigation

EDUCATION AND EXPERIENCE

Community Service Officer

Completion of a high school diploma or equivalent.

Community Service Officer

Completion of a high school diploma or equivalent. Completion of an AA/AS degree in law enforcement, criminal justice, general education or related degree preferred.

Prior experience in a municipal police department or related field preferred.

SPECIAL REQUIREMENTS

Possession of and ability to maintain a valid California Drivers License

TOOLS AND EQUIPMENT USED

May include personal computer, including word processing and specialized software, police radio, phone, typewriter, calculator, fax and copy machine, motor vehicle, pager and first aid equipment.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit, talk, walk and hear. The employee is occasionally required to stand, use hands and fingers, handle or operate objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; taste and smell.

The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in outside weather conditions. The noise level in the work environment is usually quiet in the office to moderately noisy in the field.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required including but not limited to polygraph, psychological and medical examinations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: February 8, 1999

Resolution Number: 1999-11

Revision History: