

COMMUNITY SERVICE OFFICER

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of activities in administering non-sworn law enforcement support services and programs for the City's Police Department including crime scene investigation, parking enforcement and traffic control, evidence collection and processing, abandoned vehicle abatement, neighborhood watch and public outreach, animal control, and writing reports; and performs related work as required.
Supervision received and exercised
Receives general supervision from assigned sworn or non-sworn management or supervisory staff. Exercises no supervision of staff.
Class characteristics
This is a journey-level class responsible for performing a variety of non-sworn law enforcement duties. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Police Officer classifications in that the latter are responsible sworn peace officers within the authority and limits of California Penal Code Sections 830.1 and 832.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Investigates and collects information regarding burglaries, fraud, stolen vehicles, thefts, vandalism, abandoned vehicles, missing persons, accidents, lost and found property, and other incidents that do not require the presence of a law enforcement officer at the scene; writes reports; draws accident diagrams; serves subpoenas; testifies in court as needed.• Processes and documents crime scenes, including photographing, collecting, identifying, preserving, and analyzing physical evidence and latent fingerprints; collects witness testimony.• Serves subpoenas.• Patrols and enforces traffic, parking, and municipal codes; follows-up on complaints on, investigates, and documents abandoned vehicles; arranges for the towing or other abatement of abandoned or illegally parked vehicles.• Directs traffic at special events, parades, crime and accident scenes, signal outages, and at other incidents and events.• Develops and administers public information and education outreach programs, presentations, events, and activities related to crime prevention, safety, and neighborhood watch.• Testifies in court.• Observes and reports hazardous conditions, obstructions to traffic, and other emergencies.• Responds to animal control emergencies.• Maintains accurate departmental and law enforcement records, databases, and files; researches and compiles information for various reports.• Attends necessary training and shift briefing sessions; monitors changes in regulations that may affect operations; implements policy and procedural changes after approval.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Principles, practices, methods, and techniques of providing non-sworn law enforcement program support including crime scene investigation, parking enforcement and traffic control, evidence collection and processing, abandoned vehicle abatement, neighborhood watch and public outreach, animal control.• Functions, principles, and practices of law enforcement agencies.• Methods and techniques of collecting and preserving evidence.• Local, state, and federal law enforcement databases.• Basic principles, methods, and practices applied in the implementation of public information and education programs.• Methods and techniques of public speaking.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Safety practices and equipment related to the work.
- Principles of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Independently perform non-sworn law enforcement program support duties.
- Obtain pertinent information from individuals in stressful or emergency situations.
- Assess situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; recommend and implement appropriate course of action.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize, maintain, and update office database and records systems.
- Prepare clear, concise and accurate reports, records, and other correspondence and documents.
- Safely use less lethal personal protection such as Oleoresin Capsicum "OC".
- Plan and effectively present and communicate information to diverse audiences.
- Learn and support community organization and mobilization efforts which facilitate achievement of the department's mission, goals, and objectives.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an Associate's Degree in criminal justice, police science, or a related field.
- One (1) year of experience performing increasingly responsible non-sworn law enforcement support duties.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain physical standards, including mobility, physical strength, and stamina to respond to non-emergency and emergency situations and to perform assigned duties; vision to read printed materials and a computer screen; to operate a motor vehicle to perform assigned duties and visit various City sites; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring walking on uneven terrain and climbing and descending stairs to access work sites. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate law enforcement services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds as necessary to perform job functions.

Environmental elements

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. The duties of this class are performed in an environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

Must be willing to pass a detailed background investigation. Must be willing to work extended shifts or be called back in emergency situations and work with exposure to difficult circumstances, including exposure to dangerous situations.