

COMMUNITY SERVICES OFFICER

DEFINITION

Performs a variety of non-sworn office and field duties in support of law enforcement activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This class receives direct supervision from the sworn officer in command of the specific shift to which assigned. No direct supervision is exercised.

CLASS CHARACTERISTICS

This class performs law enforcement and police support duties that do not require performance by a sworn police officer. Much of the work involves vehicle abatement and other field work; however, responsibilities may include taking reports on property crimes that previously happened, assisting with booking, crime scene technical support, , security patrol, traffic control, crime statistical analysis and various responsible support duties. Responsibilities are centered on extensive contact with the public, in both non-emergency and emergency situations to receive, transmit and provide factual information. All activities must be performed within specified legal guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

- Patrols City streets and facilities to provide security support; follows-up on complaints regarding abandoned vehicles; issues citations and arranges for the towing or other abatement of abandoned or illegally parked vehicles.
- Transports the City's traffic speed trailer; monitors and assists sworn officers in controlling traffic and crowd control as required.
- Takes information from the public regarding thefts, accidents, lost and found property and other incidents that do not require the presence of a law enforcement officer at the scene; completes standard police reports for review by sworn officers.
- Assists in booking, fingerprinting, searching and transporting prisoners as required; periodically checks individuals held in detention facilities.
- Assists sworn staff with investigations including evidence collection and searches at crime scenes.
- Provides initial non-emergency contact with the public and representatives of other agencies requesting police records or related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures or directs the caller to the proper individual or agency.
- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.

- Prepares and processes a variety of reports and records using a word processor and/or typewriter and following established formats, distributes to the proper individual or agency, files reports and maintains automated or manual logs of departmental actions.
- May process warrants and subpoenas, confirming information provided; distributes them to sworn personnel; maintains status and disposition records and notifies appropriate agencies as required.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies evidence retention practices and regulations.
- Applicable regulations, policies and statutes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Standard office practices and procedures, including records management and the operation of standard office equipment.
- Techniques for effectively dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Interpreting, applying and explaining policies, procedures and regulations.
- Attending to multiple activities simultaneously.
- Obtaining necessary information from individuals in stressful or emergency situations.
- Organizing own work, setting priorities and meeting critical deadlines.
- Performing technical, detailed and responsible office support work.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information to prepare clear and accurate reports.
- Using sound, independent judgment with legal, policy and procedural guidelines.
- Typing or word processing at a rate sufficient to perform assigned duties.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Equivalent to graduation from high school and one year of office or field experience in dealing with the public. Experience in a law enforcement agency is highly desirable.

License and Certification:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record. Must possess or obtain prior to completion of the probationary period a California 832 Penal Code certificate.

Working Conditions:

Must pass a detailed background investigation. May be required to work holidays, weekends and off-hours shifts. May work in difficult circumstances, including exposure to stressful situations with the public, hazardous materials and all weather conditions.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, to visit and investigate field settings, stand, walk and climb for an extended period of time and drive a motor vehicle; strength and stamina to lift and carry 20 pounds; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen and to observe criminal and related sites; and hearing and speech to communicate in person and over the telephone.