



July 2019
FLSA: Non-Exempt

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, performs a variety of routine to complex field and administrative activities in support of police services and programs for the Town's Police Department; provides comprehensive non-sworn staff support to Police Department supervisory and management personnel on a wide variety of law enforcement programs, projects, and services; responds to public requests; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Police Sergeant. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a non-sworn entry and journey-level classification in the Police Department. Initially under close supervision, incumbents learn to perform various field and administrative duties in support of designated non-sworn police activities and are responsible for providing support to the assigned management staff in a variety of areas. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Town activities, and extensive staff and public contact. Positions at performing at journey 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.

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.

When performing all assignments:

- 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.
- Enforces miscellaneous municipal codes, ordinances, and regulations, including sign violations, abandoned property and vehicle violations.
- Assists in booking, fingerprinting, searching and transporting prisoners as required; periodically checks individuals held in detention facilities.
- Provides comprehensive staff support to the Police Department on a wide variety of programs, projects, and services.
- 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.

- Interprets Federal, State and local legislation, policies, laws, codes and regulations; researches, analyzes, and coordinates their application to the City's operations.
- Prepares and processes a variety of reports and records following established formats, distributes to the proper individual or agency, files reports, and maintains automated or manual logs of departmental actions.
- Performs research and review of community and police activity data; maintains statistical data relative to program and unit objectives; prepares a variety of reports, correspondence, and other written materials; duplicates and distributes various written materials.
- Transports patrol vehicles, radios, and other equipment for maintenance to appropriate destination.
- Collaborates with partner agencies, community residents, and external organizations to plan and coordinate disaster preparedness, mitigation, response, and recovery efforts; assists in the preparation and implementation of emergency preparedness drills and training for Town staff and residents; assists in updating official documents required by the State to qualify for assistance in disaster recovery.
- Attends a variety of trainings, workshops, classes, and events on behalf of the Town.
- Performs other duties as assigned.

When performing patrol activities:

- 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.
- Patrols in efforts to deter crime, including communicating with residents regarding on-going crime related problems, taking crime reports, and providing support to crime victims.
- Monitors and assists sworn officers in crowd control as required.
- Assists sworn staff with investigations including searches at crime scenes.
- Transports patrol vehicles, radios, and other equipment for maintenance to appropriate destination.
- Performs required research in order to locate information for police use, including gathering available information on wanted and paroled persons, and property owners as necessary.

When performing traffic activities:

- Responds to non-injury traffic collisions, obtains statements from involved parties, completes standard police reports for review by sworn officers.
- Searches and responds to reported parking violations and write citations for vehicles that are illegally parked.
- Assists officers with injury and fatality traffic collision reports.
- Transports, sets up, and ensures radar and DUI trailer are operating effectively.
- Makes determination and stores vehicles that require removal from the roadway.
- Monitors and assists sworn officers at DUI checkpoints and in controlling traffic as required.
- Performs crossing guard duties.
- Confirm and approve corrections made on vehicle citations.
- Compile traffic statistics; promote traffic safety

When performing crime prevention activities:

- Assists in the formulation and development of a program of public information and education on the use of the Police Department facilities, programs, activities, and services by selecting, preparing, and distributing information through various media sources.
- Arranges and conducts various community meetings, events, and tours; makes oral presentations to community and school groups; conducts surveys; assists in writing articles and news releases relating to community relations activities.
- Receives inquiries and provides information to the public regarding a wide variety of crime prevention topics, including drafting and sending out new releases on related issues and successfully communicating with a variety of news media.

- Plans, promotes, and participates in local community events related to crime prevention and safety, including determining appropriate events and taking appropriate measures to ensure successful implementation.
- Designs and prepares content for pamphlets, brochures, and bulletins related to various topics including crime prevention and disaster preparedness.
- Coordinates child safety seat checks to ensure proper installation and usage for interested parties.
- Conducts tours of the police department facilities to members of the community.

When performing investigation activities:

- Reviews, performs follow-up on, and supplies briefing information, makes copies of reports for the Department of Justice, writes clearances and ensures that dispatch clears missing persons or runaway juveniles cases, maintains files and logs on all missing persons and runaway juveniles; assists in monthly Department of Justice records audit pertaining to follow-up and information on missing persons and runaway juveniles.
- Performs required follow-up functions on crime reports, including booking found property, serving subpoenas, taking missing person, vehicle burglary, forgery, and vandalism reports.
- May process warrants and subpoenas, confirming information provided; distributes them to sworn personnel; maintains status and disposition records and notifies appropriate agencies as required.
- Assists the assigned unit as needed by running RAPS, DMV checks, CAD research, transcribing tapes, answering phones, indexing into Case Management system personnel assigned to cases, and picking up and delivering items pertaining to a case.
- Receives, logs, distributes, and replies to requests for information from the District Attorney's office.
- Maintains, orders, and logs supplies needed for the assigned unit.

QUALIFICATIONS

Knowledge of:

- Functions, principles, and practices of law enforcement agencies.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles of record keeping.
- Principles and techniques of developing and conducting public information presentations.
- Principles and practices of data collection and report preparation.
- Operations and functions of the Police Department and other public safety agencies.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Understand and follow oral and written instructions.
- Assess situations while remaining calm and using sound, independent judgment.
- Maintain accurate records and files.
- Develop and deliver public information presentations related to the assigned areas of responsibility.
- Compile and summarize information and data to prepare accurate, clear, and concise reports.
- Safely and effectively use and operate specialized equipment required for the work.
- Research, compile, and summarize a variety of informational and statistical data and materials.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures,

- and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
 - Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
 - Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
 - Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
 - Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
 - Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
 - 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 graduation from the twelfth (12th) grade and two (2) years of experience performing administrative support duties related to the functions of law enforcement. Equivalent to an associate degree in criminal justice or a closely related field is desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate is required at the 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 emergency situations; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain and climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL CONDITIONS

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

WORKING CONDITIONS

Must be willing to work irregular shifts, including weekends, and holidays. Must be able to pass a thorough background investigation.