CITY OF OCEANSIDE

DATE: JUNE 2006
JOB CODE: POLICE03
UNIT: OPOA (NON SWORN)

COMMUNITY SERVICES 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.*

DEFINITION

Under general supervision, to perform a variety of routine community service duties in support of police functions in assigned divisions of the Police Department and performs related work as required

CLASS CHARACTERISTICS

Incumbents in this class assist in a variety of non-sworn and non-hazardous responsibilities supporting law enforcement functions that are limited to duties of a routine nature such as clerical duties and occasional field work. This class is distinguished from Community Safety Specialist Supervisor, which is a supervisory class responsible for directing a group of employees on an assigned shift. The work involves frequent public contact with all segments of society regarding a wide variety of civil and criminal issues. Situations encountered are often emotionally tense requiring the exercise of patience, tact, discretion, and responsiveness.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

- Receive and respond to citizen inquiries and requests for police services and information at a public counter, over the telephone and in the field;
- Write a variety of reports including civil and criminal issues, traffic accidents, animal bites, lost or found and missing persons reports;
- Fingerprint applicants;
- Provide information to officers in the field;
- Distinguish criminal issues from non-criminal issues;
- Advise and assist as appropriate;
- Register sex, narcotics and other criminal offenders;
- Provide court testimony;
- Maintain log books and records;
- May be required to search prisoners;
- Escort prisoners to the rest rooms;
- Serve subpoenas on Police Department employees;
- Conduct public presentations;
- Conduct security inspections;
- Recommend security devices and protective measures to the public;
- Enforce selected City codes; and direct and control crowds and traffic.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Legal guidelines, regulations, laws and procedures governing the confidentiality, security and processing of law enforcement related records;
- Police terminology and law enforcement codes;
- Principles of record keeping and automated information systems;
- Police Department organization and procedures as they relate to the processing of police records.
- Basic organization and functions of a municipal law enforcement agency.
- Procedures and work methods required to perform the full range of assigned
- duties safely and efficiently.
- Procedures and techniques for dealing with the public in a tactful but firm
- manner.
- Techniques of photography and fingerprinting.
- Modern office procedures, practices and equipment.

Ability to:

- Maintain confidentiality in stressful situations;
- Analyze situations appropriately and take an effective course of action;
- Work variable shifts, during weekends and holidays;
- Use computer terminal and various computer programs;
- Maintain records, logs, and files;
- Work with fellow employees as a team;
- Remain courteous and calm while interacting with hostile citizens; and
- Follow oral and written directions
- Learn to interpret and apply pertinent laws, codes and regulations with impartiality and efficiency.
- Think and act quickly in emergency situations.
- Prepare and maintain accurate and grammatically correct written reports and records.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships with coworkers and the public.
- Communicate clearly, accurately, and concisely, both orally and in writing.
- Deal with the public in general and in difficult work situations.
- Read maps and learn the city's geography.
- Use sound judgment in decision making.

Experience and Training Guidelines

Experience: No experience required. Customer service and/or public contact work experience is desirable.

Training: Equivalent to completion of the twelfth grade or GED.

License or Certificate: Possession of an appropriate, valid California driver’s license.

WORKING CONDITIONS

Environmental Conditions: Office environment. The availability to work any shift, weekends, holidays and overtime.

Physical Conditions: Essential and marginal functions may require maintaining physical condition for sitting, walking or standing for prolonged periods of time; climbing stairs, bending, and lifting.

Background Investigation: A thorough background investigation will be conducted which may include a psychological and polygraph exam, medical examination which may include drug screening.