

### **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; Collect and book found property and evidence; Maintain log books and records; Take photographs of evidence; Take photographs of registrants; 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**

**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/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.