CITY OF OCEANSIDE

REVISED: FEBRUARY 2006
JOB CODE: POLICE16
UNIT: MECO

COMMUNITY SERVICES SUPERVISOR

*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 direction, to plan, assign, supervise, coordinate and evaluate the activities and work flow of an assigned unit of the Police Department; to oversee the performance of various non-emergency tasks assigned to non-sworn employees; to assist in and/or perform the work of assigned staff as needed; to respond to citizen complaints at the front desk; and performs other related work as assigned.

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.*

Plans, assigns, supervises, coordinates and evaluates the work flow of an assigned unit of the Police Department; oversees the performance of various non-emergency tasks assigned to non-sworn employees; supervises overall front desk operations; responds to citizen complaints at the front desk; ensures the provision of efficient service to the community; supervises and assists in report writing and evidence collection; reviews and approves police reports; schedules employees and completes performance evaluations; provides and coordinates employee training; maintains and orders department supplies and equipment; performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a police department.
- Duties and responsibilities assigned to Community Services Officers.
- Methods and techniques of public relations.
- Principles and practices of report preparation.
- Principles and practices of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Plan, assign, supervise, coordinate and evaluate the workflow of an assigned unit of the Police Department.
- Supervise, train and evaluate assigned staff.
- Oversee the performance of various non-emergency tasks and programs.
- Perform duties of assigned staff.
- Supervise front desk operations of the Police Department.
- Respond to requests and inquiries from the general public.

- Ensure the provision of efficient service to the community.
- Maintain and order department supplies and equipment.
- Perform administrative research
- Represents the Police Department in various meetings and committees
- Overseas various non-emergency programs
- Prepare clear and concise reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

Experience: Four years of full time work experience as a Community Services Officer or similar position.

Training: An Associate's degree or a minimum of 60 college semester units from an accredited college or university.

License: Possession of, or ability to obtain, a valid Class C California Driver's License.

Special Requirements: Must successfully complete a medical examination, background investigation, polygraph examination and psychological evaluation

WORKING CONDITIONS

Environmental Conditions: Office and field environment; contact with the general public; exposure to computer screens.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting, standing, or walking for prolonged periods of time and for performing field functions of assigned staff.