



## 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 City'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 Commander. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a non-sworn journey-level classification in the Police Department. Incumbents 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. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff and public contact. Positions at this 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. This class is distinguished from the Community Services Aide in that the latter is an entry level, intern position and is not expected to perform the full range of duties related to police support work.

### **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.*

- Assists with developing and conducting public information and education presentations on a variety of topics including crime prevention and Police Department activities and services.
- 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.
- Provides comprehensive staff support to the Police Department on a wide variety of programs, projects, and services; performs research and review of community issues.
- Maintains accurate departmental and law enforcement records and files; researches and compiles data and information from such files.
- Assists in preparing and processing a variety of reports, records, and logs relative to police matters.
- Enforces miscellaneous municipal codes, ordinances, and regulations, including sign violations, abandoned property and vehicle violations.
- Responds to public and employee inquiries in a courteous manner; provides information within the area of assignment; resolves complaints and contested citations in an efficient and timely manner.
- 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 City staff and residents; assists in updating official documents required by the State to qualify for assistance in disaster recovery.

- Reviews and processes applications for police permits to be submitted for supervisor approval; maintains applicant database; fingerprints drug registrants, applicants for employment, and/or others; grants and prepares permits.
- 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.
- Designs and prepares content for pamphlets, brochures, and bulletins related to various topics including crime prevention and disaster preparedness.
- 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 City 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 City.
- Performs other related duties as assigned.

### **JOB-RELATED 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 City 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.
- Speak effectively before public groups and respond to questions.
- Prepare clear concise reports, correspondence and other written materials.
- 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 City 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 City 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 (12<sup>th</sup>) grade and two (2) years of experience performing administrative support duties related to the functions of law enforcement. Bilingual proficiency is preferred. 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.