



COMMUNITY SERVICES AIDE

DEFINITION

Under general supervision, performs a wide variety of non-sworn field and administrative duties in support of and assisting all operations, divisions and units of the City's Police Department; directs and controls traffic; issues parking and abandoned vehicle citations; responds to public requests for information and assistance; performs routine office duties in support of police department operations; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory and management personnel. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn entry-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 assigned Police Department staff in a variety of areas. Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. This class is distinguished from the Community Service Officer in that the latter is fully aware of the operating procedures and policies of the work unit and is required to exercise frequent independent discretion and judgment in matters related to work procedures and methods.

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.

- Responds to public and employee inquiries in person and over the telephone in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
- Assists in the coordination of community policing efforts and programs such as Neighborhood Watch, Police Explorer, and other volunteer initiatives.
- Patrols assigned routes to enforce parking and related traffic ordinances; marks vehicles in timed parking areas; issues citations; writes warnings and amendments to previously issued citations.
- Patrols assigned routes to enforce street sweeping parking ordinances; issues citations as necessary; writes warnings and amendments to previously issued citations.
- Enforces miscellaneous municipal codes, including sign violations, abandoned property and vehicle violations.
- Issues non-moving traffic citations for violations observed.
- Operates and maintains specialized equipment, including police radios and cones.
- Assists officers and non-sworn staff as needed, including assisting with street closures, checkpoints,

and other special events, and delivering documents and items to various City locations; provides routine administrative support to the Records Section Property and Evidence program; tags and stores found property and evidence; distributes notification letters for found property.

- Performs a variety of non-sworn entry-level administrative duties in support of the City's Police Department operations, including generating and preparing reports, completing paperwork, and assembling records and data pertinent to assigned cases.
- Coordinates the towing, impounding, and storage of vehicles.
- Provides non-hazardous traffic and crowd control as needed during emergencies, special events, and traffic accidents.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Activities, operations, and services of a municipal police department.
- Methods and procedures of parking enforcement and patrol.
- Basic principles of record keeping.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of preparation of correspondence and reports.
- Office administrative practices and procedures.
- 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:

- Identify violations of parking law and enforce applicable parking regulations.
- Understand and follow oral and written instructions.
- Assess situations while remaining calm and using sound, independent judgment.
- Compile and summarize information and data to prepare accurate, clear, and concise reports, correspondence, and other written materials.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- 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 (12th) grade supplemented by current enrollment in or recent completion of an undergraduate degree in criminal justice or a closely related field. Experience providing administrative and/or field support within a police department is preferred. Bilingual proficiency is desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License is preferred.
- Possession of a valid Proprietary Private Security Officer (PSO) license is desired.

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 and apprehend suspects; 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

This is a generalist intern position, limited to 1,000 hours in a fiscal year. Employees appointed to this classification must either be currently enrolled in or have recently completed the equivalent of an undergraduate degree in criminal justice or a closely related field.