



COMMUNITY SERVICES OFFICER

DEFINITION

To perform a variety of routine, non-hazardous and non-sworn law enforcement office and field work. Community Services Officers may be assigned to Records, Investigations, Property/Evidence, Crime Prevention, Parking Enforcement, Patrol, Traffic or Crime Analysis.

SUPERVISION RECEIVED AND EXERCISED

General Supervision is provided by a Police Sergeant, Police Services Manager, or his/her designee. Technical or functional supervision may be provided by a higher level police personnel.

Assignments may include indirect supervision of civilian personnel.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class, not an all-inclusive or limiting list:

Records Assignment -

Process and file routine reports and correspondence; perform general clerical duties using typewriter, word processor, and RMS Computer, CAD Computer.

Respond to citizen complaints and requests for information and assistance.

Retrieve and input data into computer terminal.

Receive calls and take messages.

Process and cancel warrants.

Process and cancel subpoenas.

Accumulate data and prepare monthly statistical reports.

Understand and implement report flow process on all crime, incident, traffic and arrest reports, citations and warrants.

Property/Evidence Assignment -

Assist in crime scene identification activities.
Assist in collection, preservation and transportation of evidence.

Process court orders and voluntary bookings.

Perform fingerprinting duties.

Maintain accurate chain of custody records.

Inventory and release evidence and property.

Crime Prevention Assignment -

Research modern methods of crime prevention as practiced throughout the law enforcement community.

Develop program outlines and materials for presentations to neighborhood and community groups.

Prepare monthly statistical reports.

Make presentations in small and large group settings.

Identify and coordinate various resources on both a statewide and local level.

Develop working relationships with other city departments to ensure the department subscribes to the principles of crime prevention through environmental design.

Parking Enforcement Assignment -

Patrol limited-time parking on City streets and parking lots.

Observe parked vehicles and issue citations for overtime parking and for other violations of City ordinances covering parking or standing of motor vehicles.

Report damaged or inoperative traffic signals, signs and markings.

Advise the general public on parking laws, regulations and ordinances.

Receive complaints regarding citations.

Mark vehicles reported as abandoned and conduct follow-up, including towing and storing of vehicle.

Keep records and prepare reports.

Patrol Assignment -

Investigate routine crimes and prepare appropriate reports.
Assist in crime scene investigation and evidence collection.

Assist with abandoned vehicle abatement.

Assist in special traffic control.

Respond to non-criminal calls for service.

Operate telephone and radio equipment.

Traffic Assignment -

Develop program outlines and materials for presentations to schools, community groups, and neighborhood groups.

Make presentations in small and large group settings.

Identify and coordinate various resources on both a statewide and local level.

Research modern methods of traffic safety as practiced throughout the law enforcement community.

Develop working relationships with other city departments to ensure the department subscribes to the principles of traffic safety through environmental design.

Develop, implement, and maintain a traffic records management system.

Perform general clerical duties using typewriter and word processor.

Respond to citizen complaints and requests for information and assistance.

Be available for crossing guard and traffic control.

Accumulate data and prepare monthly statistical reports.

Crime Analysis Assignment -

Collect pertinent data from police reports and input data into computer.

Make presentation in small and large group settings.

Assist in producing monthly, quarterly and yearly crime statistics reports.

Assist in analyzing statistical data to develop crime patterns

Publish understandable crime information for law enforcement staff.

ADDITIONAL DUTIES

The following examples of duties are in addition to those listed for specific assignments:

Administer first aid in emergencies.

Work off-duty hours as assigned.

Assist in training of less experienced personnel.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Correct English usage, spelling, punctuation and grammar.

Record keeping principles and procedures.

Modern office methods, procedures, and equipment.

Research techniques and procedures.

Ability to:

Learn and apply operating policies, procedures and methods of Police Department.

Learn to operate telephone, computer, and teletype equipment.

Prepare accurate written reports and correspondence.

Understand and carry out both oral and written correspondence.

Understand and carry out both oral and written directions.

Respond quickly and effectively in difficult situations.

Work with minimum supervision.

Establish and maintain cooperative work relationships with those contacted in the performance of required duties.

Remain calm in stressful situations.

Learn and apply first-aid, CPR and lifesaving procedures.

Type accurately at a speed of 45 words per minute. Continued assignment to a word processing/dictation position would require ability to type at a net speed of 60 words per minute. The typing skill will be required only when filling positions or assignments which it is appropriate to the anticipated duties.

Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Education and Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent.

License or Certificate

Possession of a valid California Driver's License.