



COMMUNITY SERVICES OFFICER

FLSA Status: Non-Exempt

Revised: December 2005, December 2006, November 2008, December 2009, February 2011, October 2011, November 2013, October 2016, December 2017

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.

GENERAL DEFINITION

Under direction of a Sergeant, the Police Community Services Officer is a non-supervisory entry level non-sworn technical support classification associated with law enforcement support services assigned in the Town Police Department to perform a variety of responsible duties not requiring the attention of a sworn officer. Incumbents are normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual problems, but do not have independent purchasing authority.

DISTINGUISHING CHARACTERISTICS

The Police Community Services Officer is an entry level support position that is distinguished from Police Dispatcher/Clerk in that the duties are provided in the office and in the field.

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Provide information to, answer inquiries from, and assist as needed members of the general public
- Cooperate with other police personnel, other city departments and related county and social service agencies, and investigate and enforce selected Code Enforcement Violations
- Enter and retrieve information from police department computers and communicate via telephone and police radio
- Identify, warn, cite and tow vehicles for being abandoned and for being in violation of other parking restrictions
- Assist in the maintenance and inventory of department equipment and supplies, and in the placement of the Radar Trailer
- Fingerprint persons members of the public and employment applicants
- Prepare a variety of reports, correspondence and other material requiring independent judgment as to content, accuracy and completeness
- Assist with the department's Crime Prevention program, including: making presentations; providing station tours for schools and community groups
- Participate in Community Events
- Installs child safety seats
- Performs relief dispatch tasks when necessary
- Performs general clerical duties including filing and copying of department documents
- Performs related duties as assigned

QUALIFICATIONS

Knowledge of:

- Modern Office Technology
- Principles and practices of customer service
- Fundamental principles, practices, laws, rules and regulations in public administration
- Business letter writing, record keeping principles and procedures
- Pertinent Federal, State, Town and department regulations, guidelines and procedures
- California driving regulations and motor vehicle operations
- Methodologies used in maintaining police records and reporting statistics
- Standard office and administrative policies and procedures
- Recordkeeping principles and practices

Ability to:

- Represent Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Follow written and oral instructions and procedures
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Process, input, compute and reconcile financial data
- Coordinate office functions
- Acquire knowledge of applicable policies, codes and other functions of the city and other governmental agencies
- Do light typing, learn operations of a computer terminal, radio and other communication and office equipment
- Safely operate a motor vehicle under regular and inclement conditions
- Prepare and maintain accurate reports and records
- Learn and apply legal guidelines and procedures necessary to maintain and control evidence
- Be available for shift work, on-call and stand-by (24 hours per day)
- Interpret and enforce parking and Code Enforcement regulations
- Exercise good judgment in the handling of sensitive and confidential information, and in applying laws, regulations and policies
- Participate in community events
- Perform outdoor duties under a variety of weather conditions
- Sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 pounds
- Type accurately at a speed of 35 words per minute
- Maintain a high level of confidentiality

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Requires possession of a high school diploma or equivalent

Experience: One (1) years of responsible public contact experience

LICENSES, CERTIFICATES, REGISTRATION

Licenses: Possession of, or the ability to obtain, a valid California Class C Driver's License, which must be maintained as a condition of employment

SPECIAL REQUIREMENTS

- A flexible work style, including the ability to successfully work with individuals from diverse backgrounds and professions
- Strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications
- Ability to understand, interpret and communicate complex issues, laws, policies and procedures
- Maintain composure in difficult situations
- Ability to work effectively with co-workers, the public and others by sharing ideas in a constructive and positive manner
- Listen to and objectively consider ideas and suggestions from others
- Keep commitments; keep others informed of work progress, timetables and issues
- Address problems and issues constructively to find mutually acceptable and practical business solutions
- Maintain a high level of confidentiality
- Work under pressure and in highly stressful situations

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Review reports and correspondence quickly and accurately
- Report to work at any hour of day or night as required by disaster or other emergency situation
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.)
- On a continuous basis, must sit at a desk or in a vehicle and in meetings for long periods of time
- Use a two-way radio
- Operate a motor vehicle
- Perform all duties on the job description except those determined to be incidental