



Community Service Officer

Summary

Relieve sworn police officers of non-hazardous police related duties in the field and office.

Class Characteristics

General supervision is provided by a Police Sergeant or designee; responsibilities may include the indirect supervision of support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Respond to calls for service, investigate non-suspect police reports, and take and complete reports of crimes where there are no suspects at the call location.

Receive and respond to citizen inquiries and requests for police services at the police counter and by telephone.

Relieve sworn police personnel by handling time-consuming, non-hazardous calls and receiving information from the public.

Perform selective enforcement for designated problems.

Respond to parking violations and enforce City and state codes as needed.

Handle abandoned vehicles and vehicle abatements; issue abatement notices and tow vehicles as needed.

Read and prepare information related to environmental impact reports for City Council review.

Provide crime prevention orientation for City schools, businesses, and residents; coordinate and participate in various community and inter-agency programs and activities.

Provide traffic control for emergencies, collisions, floods, hostage situations, and fires.

Transport evidence and other items to outside agencies and persons; transport non-combative prisoners to designated locations.

Respond to citizen's letters to the police department.

Photograph and fingerprint individuals, as assigned; conduct background checks on offenders.

Provide relief for dispatch, property, and front counter areas.

Transport police vehicles and conduct radar speed studies.

Respond to property related crime scenes and conduct basic evidence collection.

Coordinate special police department functions, community projects, speakers, and bureaus; assist with special projects and assignments.

Use a computer to enter and retrieve data; prepare data for crime prevention in targeted City areas; maintain basic records of work performed.

Perform related duties as assigned.

Skills/Abilities:

Conduct effective neighborhood meetings to educate the public in crime prevention methods and principles.

Prepare, maintain, file, and index a variety of reports, records, and other written materials.

Interpret, explain, and apply federal, state, local, City, and department policies, procedures, ordinances, laws, rules, and regulations.

Respond to multiple calls for service and prepare subsequent reports promptly.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move weight up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. The employee occasionally works with use of vehicle. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Basic law enforcement organization, activities, terminology, practices, and regulations.

Basic interviewing methods and principles.

Safe work methods and safety regulations pertaining to area of assignment.

Basic recordkeeping principles and practices.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Two years of experience that has included both substantial public contact and general office clerical work.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Additional Requirements:

Ability to pass a detailed background investigation.

Must be available to work rotating evening, night, weekend, and holiday shifts.

Established: 03/90

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Department: Police

FLSA Status: Non-exempt