

**City of San Rafael
Job Class Specification**

Job Title: Community Service Officer

SUMMARY

Relieves police officers of clerical duties by performing field and office tasks related to the investigation of various routine criminal activities; collects information and evidence; serves subpoenas; and processes fingerprints.

General supervision is provided by a Sworn or Civilian Supervisor. Responsibilities may include training and/or indirect supervision of lower level personnel.

This is an entry and journey level specialized police civilian classification and performs all duties required to effectively support police services. This classification is distinguished from the Police Civilian Supervisor classification, which is assigned as a unit supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties described are representative of those that must be met by an employee to successfully perform essential job functions. Additional duties may be performed as required. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties.

- Performs a variety of crime scene technician work, including crime scene and autopsy photography, scene diagramming, collection and packaging of evidence, videotaping and maintaining and securing crime scenes.
- Prepares reports of work performed, as well as various crime reports, including but not limited to: petty and grand theft with no suspects, vandalism, non-injury traffic accidents, stolen vehicles with no suspect information, recovered vehicles, tow and impounds
- Provides for VIN verification, municipal code enforcement, and 40610 CVC citation sign-off.
- Maintains and updates all personnel training records; coordinates the training activities of department personnel, including enrollment, travel and reimbursements; coordinates orientations for new employees; posts information to police records.
- Maintains and processes all alarm billing and inquiries; prepares monthly statistical reports for alarm calls.
- Assists the Property and Evidence Technician with maintaining and disposing of evidence.
- Maintains budget and orders equipment, uniforms and inventory for Training Unit and CSI Team.
- Receives and records physical evidence recovered from crime scenes.
- May assist in field investigations of routine criminal activities with no suspect contact (Patrol).
- Observes and reports hazardous conditions, obstructions to traffic, accidents, and other emergencies.
- Recovers stolen vehicles where found unattended.
- Picks up and returns abandoned or stolen bicycles or other found property as assigned.
- Gives home and business security presentations to senior citizens, financial institutions, community groups, and victims of crime.
- Completes and files police forms such as accident reports, arrest records, evidence cards, and attendance records and schedules.
- Appears in court to present evidence and testimony in connection with criminal prosecution and/or civil cases; serves writs, warrants, subpoenas and other legal documents.
- Gives information to public, over phone or in person, concerning arrests, missing persons, or other police related business.

- Performs related duties as required, including DUI checkpoints, County Fair, traffic control, National Night Out, Citizen Police Academy, and community events.

KNOWLEDGE OF

- Modern police methods and procedures.
- Property and evidence storage, filing, retrieval and recordkeeping systems.
- Laws related to processing, storage, release and disposal of property and evidence
- City and Department policies and procedures.
- Information technology, personal computers and related software applications.
- POST mandated rules and regulations related to training.

ABILITY TO

- Store, track and retrieve property and evidence.
- Maintain accurate logs, records and files.
- Operate camera and various other photographic equipment.
- Prepare a variety of reports.
- Establish and maintain cooperative relationships with the public and fellow employees.

LANGUAGE, MATHEMATICAL AND REASONING SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations to the public, and other employees of the organization. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

EDUCATION, CERTIFICATION AND EXPERIENCE

Minimum Requirements:

- Graduation from high school or possession of a GED; and
- Three (3) years of full-time paid or volunteer work experience involving considerable contact with the general public

Desirable Qualifications:

- One (1) year of the required three (3) years of experience within a law enforcement agency, the U.S. Armed Forces, or a related agency.

LICENSE(S) AND/OR CERTIFICATION(S)

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

PHYSICAL DEMANDS

The physical 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 disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to grasp, finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand, walk, bend squat, climb, kneel and twist. The employee must frequently lift up to 10 pounds and occasionally lift or move up to 100+ pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to video display and may work in inside environmental conditions. The employee frequently works evenings or weekends. The noise level in the work environment is usually moderate.

Hazards: Hazards are moderate, fairly predictable and protected against.

Division: Police
FLSA Status: Nonexempt
Prepared By: Chief of Police
Prepared Date: August 2012
Approved By: City of San Rafael & San Rafael Police Association
Approved Date: August 2012