

## **COMMUNITY SERVICES OFFICER**

### **Job Description**

#### **DEFINITION**

To assist police officers and the community by promptly responding to non-hazardous calls for service; to carry out assigned community relations efforts; to act as a referral source to other government and private agencies; and to perform related duties and responsibilities as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from departmental management.

#### **EXAMPLES OF DUTIES**

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

- Responds to non-emergency, non-hazardous calls for service.
- Investigates all details of assigned incidents; prepares related reports.
- Compiles information on and reports violations of federal, state and local laws and ordinances.
- Assists when needed to direct traffic; issues non-moving citations and warning notices on vehicles; responds to traffic accidents, provide traffic control, arrange towing, take statements from those involved, and prepare accident diagrams and reports using computerized report program.
- Provides medical assistance as needed at the first-responder level.
- Assists police officers and investigators at crime scenes; assists with the collection of evidence.
- Assists with animal control duties as necessary. Testifies in court as necessary.
- Performs other routine services as required, including but not limited to assisting stranded motorists, assisting with non-violent crowd control, delivering subpoenas, etc.
- Receives and responds to public inquiries, requests for information and assistance.
- Manages the Police Department's evidence system, including evidence handling, storage, record-keeping, inventory control, release and destruction, as well as lost-and-found property.
- Processes abandoned vehicles, including removal, towing and abatement procedures.
- Participates in crime prevention, reduction and education programs; gives presentations to various community, civic and school groups as requested; assists with bicycle safety programs.
- Maintains the department's property inventory records. Attends City and staff meetings as required.
- Maintains assigned vehicle and equipment.
- Participates in Child Safety Seat Restraint Education Program.
- Keeps supervisor informed of problems encountered during assigned shift.

#### **EMPLOYMENT STANDARDS**

##### **Knowledge of:**

- Pertinent federal, state and local laws, regulations, codes and ordinances.
- Criminal justice or related governmental field.
- Organization and functional responsibilities of a police department. Community services of other public and private agencies.
- The layout of local roads and of the locations and characteristics of various neighborhoods.
- Basic record-keeping and report writing.
- English usage, spelling, grammar and punctuation. Safe work practices.

- Public / community relations techniques.

**Ability to:**

- Read, learn, understand and apply pertinent federal, state and local laws, rules and regulations.
- Acquire a working knowledge of various criminal and vehicle codes and police report- writing techniques.
- Learn standard police radio procedures and codes.
- Obtain information through interview and observation.
- Observe, remember and recall detailed information, names, faces and facts.
- React quickly and calmly in emergency situations.
- Deal courteously, yet firmly and effectively with the public in police situations. Prepare accurate and detailed records and reports.
- Perform mathematical computations with accuracy.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Learn and utilize new skills and information to improve job performance and efficiency.

**TRAINING AND EXPERIENCE**

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

**Training**

- Graduation from high school or GED.

**Experience**

- One year of experience in law enforcement or a position involving extensive public contact or graduate from a POST Academy.

**Additional Requirements:**

- Possession of a valid California Class "C" driver's license.
- Graduation from a California Basic P.O.S.T. Academy desired.

**TYPICAL WORKING CONDITIONS**

Work is performed in an office and field environment. Incumbent drives on surface streets and may be exposed to traffic and equipment hazards, adverse weather conditions, temperature and noise extremes, violence, heights, explosives, fumes, dusts, odors, toxic or caustic chemicals, pathogenic substances, vibration.

**TYPICAL PHYSICAL REQUIREMENTS**

Requires the mobility to work in an office and field environment. Requires the ability to sit at desk and intermittently walk, stand, run, climb, balance, bend, squat, twist and reach while performing office and field duties; lift and/or move up to 100 pounds of weight; perform simple grasping and fine manipulation. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment; a telephone to communicate verbally, a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.