



## Community Service Officer

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### Summary

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

### Class Characteristics

General supervision is provided by the Police Lieutenant; 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:

Investigate non-suspect police reports and take 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.

Handle abandoned vehicles and vehicle abatements.

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

Provide crime prevention orientation for City schools, businesses, and residents.

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

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

Respond to citizen's letters to the police department.

Prepare data for crime prevention in targeted City areas.

Assist with special projects and assignments.

Photograph and fingerprint individuals, as assigned.

Coordinate and participate in various community and inter-agency programs and activities.

Maintain basic records of work performed.

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

Transport police vehicles and conduct radar speed studies.

Coordinate special police department functions, community projects, speakers, bureaus, etc.

Uses a computer terminal or personal computer to enter and retrieve data.

Conduct background checks on offenders.

Perform related duties as assigned.

Skills/Abilities:

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

Operate computer terminal keyboards to enter and query information.

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

Interpret, apply, and explain a variety of ordinances, rules, and regulations.

Communicate effectively both verbally 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 the work.

General office practices including operation of standard office equipment including a computer terminal.

Basic record keeping principles and practices.

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, this has included both substantial public contact and general office clerical work.

Certifications/Licenses:

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

Must pass a detailed background investigation.

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

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