



June 2008

## COMMUNITY SERVICE OFFICER

### **DEFINITION**

Under general supervision, performs a variety of complex activities in administering non-sworn police support services and programs for the City's Police Department; provides comprehensive staff support on a wide variety of law enforcement programs, projects, and services; responds to public requests; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a Police Sergeant or Police Lieutenant. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is a non-sworn classification within the Police Department. Incumbents perform various administrative and patrol duties in support of designated program activities and are responsible for providing administrative-level support to the assigned management staff in a variety of areas. This class is distinguished from other administrative classifications in that it functions at a higher and more complex support role and may have a specialization in specific programs and related activities.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- Provides comprehensive non-sworn staff support to the Police Department on a wide variety of programs, projects, and services.
- Takes information from the public regarding thefts, accidents, lost and found property, and other incidents that do not require the presence of a sworn law enforcement officer at the scene; completes standard police reports for review by staff supervisors or sworn supervisory staff.
- Patrols City streets and facilities to provide security support and deter crime, including communicating with residents regarding on-going crime related problems, taking crime reports, and providing support to crime victims.
- Enforces parking ordinances, writes parking citations; follows-up on complaints regarding abandoned or illegally parked vehicles; issues citations and arranges for the towing or other abatement measures.
- Enforces and ensures compliance with a variety of Federal, State, and local laws, codes, and regulations related to nuisance abatement; writes warnings and citations as necessary; schedules follow-up inspections.
- Interprets Federal, State, and local legislation, policies, laws, codes, and regulations; researches, analyzes, and coordinates their application to the City's operations; educates the public on laws and regulations related to municipal code violations.

- Provides initial non-emergency contact with the public and representatives of other agencies requesting police records or related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies, and procedures or directs the caller to the proper individual or agency.
- Assists sworn officers in traffic control, crowd control, setting up radar trailer, and traffic collisions as required.
- Receives, collects, catalogues, stores, handles, and transports evidence as required.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Prepares and processes a variety of reports and records and follows established formats, distributes to the proper individual or agency, files reports, and maintains automated or manual logs of departmental actions.
- Responds to non-injury traffic collisions, obtains statements from involved parties, and completes standard police reports for review by staff supervisors or sworn supervisory staff.
- Directs traffic at crash, crime, and/or congestion scenes.
- Performs required research in order to locate information for police use, including gathering available information on wanted and paroled persons, and property owners as necessary.
- Transports adults and/or children as needed.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic functions, principles, and practices of law enforcement agencies including crime scene investigations and evidence retention practices and regulations.
- Applicable Federal, State, and local laws, codes, ordinances, and departmental rules and regulations.
- Legislative activities of Federal, State, and local governments.
- Activities and programs of the City's Police Department.
- Principles and practices of records management.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone, often when relations may be confrontational or stressed.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

### **Ability to:**

- Obtain necessary information from individuals in stressful or emergency situations.
- Learn, interpret, apply, explain, and ensure compliance with Federal, State, and local policies and procedures, laws, codes, regulations, and ordinances.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Perform technical, detailed, and responsible office support work.
- Operate radio communication equipment.

- Compose correspondence independently or from brief instructions.
- Compile and summarize information to prepare clear and accurate reports.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and carry out oral and written instructions.
- Organize own work, set priorities and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and one (1) year of experience in basic law enforcement environment or code enforcement.

**Licenses and Certifications:**

- Possession of a valid driver's license with a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; must possess the mobility and physical strength and stamina to respond to emergency situations and accidents; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.