

Community Service Officer

DEFINITION:

Under general supervision, performs general to more complex and responsible paraprofessional duties in a non-sworn capacity in support of police department operations, services, and functions including, but not limited to the areas of patrol, traffic, records, community policing, front-desk, investigations, crime scene processing, dispatch, animal control, code enforcement and program or project implementation and management. Works closely with and provides support to sworn police officers to relieve sworn police officers of technical police related duties in the field and in the office and performs a variety of other duties based on the needs of the department including those related to special assignments.

CLASS CHARACTERISTICS:

Incumbents in this classification work independently under general supervision from supervisory and/or management staff and within the framework of established procedures. A Community Service Officer is expected to work productively even in the absence of a supervisor.

ESSENTIAL FUNCTIONS:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address department needs and changing departmental practices.

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

- Transport arrestees or detainees who are determined to be non-violent to a jail, hospital, mental health facility, juvenile hall, or similar identified holding locations
- When transporting prisoners must have the certification to be armed
- Processes prisoners through the City jail, including advising of procedures and telephone rights, searching prisoners for weapons, drugs or other hazards and contraband, inventorying and releasing property, interviewing and assigning detention areas to prisoners for medical, psychiatric and other conditions, and releasing prisoners
- Investigate and complete criminal reports where there is no known direct suspect information. Crimes such as burglary, petty theft, vehicle theft, grand theft, non-injury traffic collisions, and vandalism would be investigated by a C.S.O.
- Assists detectives on routine follow-up investigations
- Collects identifies, preserves, examines and processes crime scene evidence, prepares reports, assists in criminal investigations, and provides support services in the form of

specialized and technical crime scene processing, fingerprint identification, forensic photography, and documentation;

- Testifies in court proceedings as required. Prepares exhibits for the District Attorney and court as assigned.
- Performs traffic control and non-violent crowd control
- Completes effective presentations to community groups, provides crime prevention information, helps with community events and related duties
- Assists the Code Enforcement Section by receiving complaints regarding zoning, sign, land use ordinance violations, and public nuisances including abandoned or dismantled vehicles; prepares case files, including the establishment of legal owner, the verification of the parcel address and other information necessary to conduct investigation and enforcement action; conducts site visits or confers with City personnel regarding violations; documents violations by securing photographs and other pertinent data; ensures that accurate case files are maintained; and issues citations and notices of violation.
- Assists Dispatchers by answering, screening and referring incoming telephone and radio calls; takes information from callers on emergency situations and dispatches units; determines the priority of calls and dispatches necessary police and emergency service personnel; maintains radio contact with units on assignment and relays necessary instructions and provides requested information.
- May carry self-defense propellants and a baton for self-defense purposes
- Administers first aid as necessary
- Performs related duties as assigned

QUALIFICATION GUIDELINES:

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example of combinations include, successful completion of high school or equivalent

Knowledge, Skills and Abilities

- General principles and practices used to establish effective police/community relations and Community Involved Policing philosophy
- Principles, practices, and procedures of basic law enforcement operations, activities, and terminology
- Procedures and techniques of evidence collection and processing, including maintenance of chain evidence
- Procedures and methods of property preservation and storage, including inventory systems

- Use and basic capabilities of computerized record and information systems
- Safe work methods and safety regulations pertaining to the work
- Establish and maintain positive working relationships with other City employees, community and neighborhood groups, and all members of the public; maintain a professional, courteous demeanor under adverse, difficult, and confrontational situations
- Interview prisoners, witnesses and victims to obtain information, often under hostile or emotionally charged situations
- Collect and process crime scene evidence
- Operate computer terminal keyboards to enter and query information
- Prepare clear and concise reports, records, and other written materials
- Observe and accurately recall places, names, descriptive characteristics, and pertinent facts and details
- Operate various police related equipment such as a radio, mobile digital terminal, cameras and computer
- Effectively communicate and work with those contacted in the course of work including diverse people of all socio-economic backgrounds regardless of ethnicity and sexual orientation
- Make presentations to small groups
- Understand and follow both oral and written instructions
- Properly use self-defense propellants and a baton
- Ability to carry and be proficient in the use of a firearm

Special Requirements

Must be 21 years of age.

Must possess or have the ability to obtain a Class C, California Drivers License and maintain a satisfactory driving record.

Possession of a POST Level 3 Reserve Certificate or greater or a Core Corrections Certificate with an 832PC certification within the first year of appointment.

Receive satisfactory results from a background investigation, physical and psychological examination, drug testing and administrative screening which meet the established qualification standards.

PHYSICAL PROFILE: II, 2, 3, 4, 5, 6, 7, 8, 12, 13, 15, 18, 19, 20

Grade: 221