



COMMUNITY SERVICES OFFICER, FIELD

DEFINITION

Under general supervision, provides assistance to Police Department personnel; investigates and writes crime reports; enforces parking restrictions and municipal ordinances; issues citations; collects and process evidence; performs a variety of specialized clerical and administrative tasks in the development, maintenance, retention and retrieval of Police Department records; maintains property and evidence and prepares case filings and crime statistics. This position may be either full time or part-time.

SUPERVISION EXERCISED

None, however, experienced incumbents may assist in training new Community Services Officers.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Perform a variety of specialized and technical non-sworn law enforcement duties in support of the Police Department including in the areas of patrol, property and evidence, training, juvenile diversion, and other areas as assigned.

Respond to calls, investigate reported incidents, collect and process evidence, and write reports for incidents including burglary, vandalism, municipal code violations, non-injury traffic collisions, missing persons, road hazards, and traffic control following an accident.

Answer inquiries from the public and staff, both in person and over the phone.

Collect and process a variety of police records, reports and materials including arrest reports, warrants, citations, crime and traffic reports, fingerprint cards, mug shots and vehicle storage/impound forms; proofread documents ensuring all pertinent information is accurately included.

Collect and preserve evidence ensuring compliance with established procedures; inventory, tag and dispose of evidence and found property; release evidence to court or other parties; may transport evidence to crime laboratory for analysis.

Prepare and deliver court filings, bonds, citations and other court related materials; prepare discovery for District Attorney, public defenders and other attorneys.

Release requested reports and related information to the public and outside agencies ensuring compliance with established regulations, policies, and law.

Maintain daily record of on-going cases and notify sworn personnel of case status.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Federal, State, and local laws, including the Penal Code, Vehicle Code, Health and Safety Code, and municipal code, along with radio communications procedures

City's geography and that of the surrounding area

Standard office procedures, methods, and computer equipment

Public safety equipment and less than lethal weapons

Techniques and practices used in law enforcement, patrol, investigation, public relations and report writing

Police Department rules, regulations, procedures and policies

Ability and Skill to:

Tactfully interact with members of the public, both victims and suspects

Respond to questions from the public and staff

Safely operate and use public safety vehicles and equipment, including less than lethal weapons

Think and act quickly in emergencies

Operate office equipment including computers, copying machines and phone systems

Communicate clearly both orally and in writing



Work evenings, weekends, and holidays

Perform duties of an emergency worker in the event of a natural or other disaster

QUALIFICATIONS

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

High School graduation and two (2) years general office and public contact experience. College level courses in criminal justice or related field and bilingual skills highly desirable. Must satisfactorily pass a background investigation.

LICENSE OR CERTIFICATE

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet

Ability to lift, drag or pull up to 150 pounds

Ability to climb, stoop, bend, reach, twist, squat, grasp, run, jump, kneel and lift, drag and pull heavy objects.

Ability to get from one location to another in the course of doing business

