

**COMMUNITY SERVICES OFFICER****Definition**

Under general supervision, performs a variety of non-sworn office and field duties in support of law enforcement activities; and performs related work as required.

**Class Characteristics**

This class performs law enforcement and police support duties that do not require performance by a sworn police officer. Responsibilities may include taking reports on property crimes that previously happened, assisting with the collection, maintenance and recording of property and evidence, crime prevention, traffic or crime control, code enforcement, animal control, crime statistical analysis and various responsible office support duties. These responsibilities are intended to provide a familiarity with law enforcement functions, activities and procedures, but the class is not necessarily intended to be a training class for a sworn classification. This class is distinguished from the Police Services Assistant and Police Services Specialist classes in that the work involves field assignments, a greater knowledge of technical law enforcement work and the possibility of off-hours shift work.

**Examples of Duties** (Illustrative Only)

- Acts a liaison with the public and representatives of other agencies for the department at a public counter or over the telephone; provides factual information regarding services, policies and procedures which requires a knowledge of legal guidelines, departmental policies and procedures and the use of tact and discretion or directs the caller to the proper individual or agency.
- Takes information from the public regarding thefts, accidents, animal complaints, code violations, lost and found property and other incidents that do not require the presence of a law enforcement officer at the scene; completes standard police reports for review by sworn officers.
- Responds to, investigates, and takes appropriate action for animal control complaints.
- Transports animals to the City Animal Shelter or other facilities.
- Ensures the proper operation of the City Animal Shelter and the care of any animals held at the shelter.
- Responds to crime scenes and assists in the collection and preservation of evidence.
- Makes visits and presentations to schools, business, homeowner and community groups regarding crime prevention and school, home and business safety and security.
- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms.
- Prepares and processes a variety of reports and records, using a word processor and/or typewriter and following established formats; distributes to the proper individual or agency, such as the District Attorney, City Attorney, Probation Department, Sheriff's Office or court; files reports and maintains automated or manual logs of departmental actions.
- Prepares a variety of correspondence, forms and specialized legal documents for departmental administrative and other sworn staff; composes standard correspondence from brief instructions; proofreads materials for correctness, compliance with departmental policies and procedures and correct English usage, spelling and grammar.
- May process warrants and subpoenas, confirming information provided; distributes them to sworn personnel; maintains status and disposition records and notifies appropriate agencies as required.
- May transport prisoners as required.
- May assist with traffic or crowd control as required.
- Maintains accurate departmental records and files.

### **Qualifications**

#### **Knowledge of:**

- Basic functions, principles, and practices of law enforcement agencies.
- Applicable regulations, policies, and statutes.
- Basic functions, principles, and practices of Animal Control programs.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Standard office practices and procedures, including records management and the operation of standard office equipment.
- 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

#### **Skill in:**

- Preparing accurate, clear and concise police reports in areas of assignment.
- Making effective presentations to a variety of school, business and community groups.
- Interpreting, applying and explaining policies, procedures and regulations.
- Organizing own work, setting priorities and meeting critical deadlines.
- Performing technical, detailed and responsible office support work.
- Making sound, independent decisions within established procedural guidelines.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 40 net words per minute.

#### **Education and Experience:**

Equivalent to graduation from high school and three years of experience that would have provided a familiarity with law enforcement functions, processes, and procedures. Completion of two years of college or possession of an Associates of Arts degree in criminal justice, law enforcement or a closely related field may be substituted for two years of the required experience. Experience in dealing with the public is highly desirable.

#### **License:**

Must possess a valid California class C driver's license and have a satisfactory driving record. Must complete a POST approved PC 832 course, within six months of employment.

#### **Other Requirements:**

Must pass a detailed background investigation and be willing to work occasional night or holiday shifts.