

## **COMMUNITY SERVICES OFFICER**

### **DEFINITION**

Under general supervision, to assist with law enforcement activities in non-emergency situations; to provide a variety of support for general law enforcement and investigative functions; to develop and maintain police community relations efforts; to perform animal control functions and services; and to do related work as required. Serves as Disaster Service Worker. FLSA Status: Non-exempt. Bargaining Group: APOA (Non-Sworn) Unit.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry and working level Community Services Officer classification. Incumbents conduct traffic accident investigations/reconstructions and participate in crime scene responses to collect evidence. In addition, they conduct crime and accident investigations, as well as other special assignments such as registration of arson, narcotics, and sex offenders and animal control functions. It may be necessary to work weekends and unusual shifts.

### **REPORTS TO**

Police Sergeant, other law enforcement management/supervisory staff, or as assigned.

### **CLASSIFICATIONS SUPERVISED**

This is not a supervisory class.

### **ESSENTIAL FUNCTIONS**

Assists with inquiries made by telephone and in person regarding department information and police functions; takes non-accident reports regarding issues such as petty thefts, grand thefts, vehicle burglaries, runaways, and annoying or obscene calls; prepares informational and supplemental reports; signs-off traffic citations; assists with scheduling and establishing Neighborhood Watch programs; handles the vehicle abatement program; handles all types of crime reports for incidents not currently in progress including follow-up on additional information requirements; takes non-injury accident reports; issues parking citations; handles animal complaints; picks up animals; issues citations for animal control violations; transports animals to impounding facilities; assists in the records division as needed; assists with the processing of search warrants, check cases, and other related duties; serves as the custodian of the evidence; receives, categorizes, stores, and maintains custody of a wide variety of evidence, property, weapons, and other items in accordance with applicable local, state, and federal laws and regulations; releases evidence and property to the Crime Lab and to sworn staff for court purposes, rightful owners upon authorization, and to contract

vendors for auction purposes; maintains comprehensive records related to evidence and property; collects and compiles statistical data; completes police reports regarding criminal, civil, traffic, or other incidents; solicits community participation and support in crime prevention efforts; presents information on City law enforcement and crime prevention efforts to citizen groups, businesses, and homeowners; may testify in court regarding evidence and information collected; and may be assigned to a variety of special projects.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; climb stairs and ladders; walk on sloped, uneven, and slippery surfaces; stoop, bend over, and kneel; crawl through various areas on hands and knees; sufficient manual dexterity and eye-hand coordination to work with special equipment during emergency situations; lift and move objects weighing up to 100 lbs., with assistance; maintain corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX and special equipment related to traffic accident investigations.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and outdoor environments; work is performed in a variety of temperatures and weather conditions; may handle items containing odors, chemicals, blood, and bodily fluids; exposure to hazardous and bio-hazardous materials; safe handling of evidence fire arms; continuous contact with other staff and the public.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Basic knowledge of law enforcement methods, practices, and procedures including patrol, crime prevention, search and seizure, and investigations.
- Basic techniques and practices of property and evidence processing, storage, and disposition.
- Principles and practices of workplace safety.
- First aid methods and techniques.
- Correct English usage, spelling, grammar, and punctuation.
- Good public relations techniques.

#### **Ability to:**

- Use and care for department equipment and specialized computer diagramming programs.
- Perform a variety of law enforcement and investigative support work.
- Learn to interpret and apply pertinent operating policies, procedures, and functions of the City.
- Read, understand, and interpret laws and regulations regarding evidence.

- Use sound judgment in handling sensitive material.
- Learn to effectively process, handle, store, and dispose of evidence and property.
- Observe incidents and situations, accurately remembering names, faces, numbers, circumstances, and places.
- Gather and organize data and information and prepare clear, comprehensive reports.
- Learn to interview and secure information from witnesses and suspects.
- Use a computer keyboard and other specialized equipment to evaluate data and information.
- Perform a variety of office support work.
- Deal tactfully and courteously with the public and other staff.
- Establish and maintain cooperative working relationships.

**Training and Experience:**

- One (1) year of office, animal control, dispatcher, or law enforcement support work experience in a position having substantial public contact.

**SPECIAL REQUIREMENTS**

- Incumbent(s) shall be provided 40 hours of training in California humane laws, relating to the powers and duties of a humane officer (equivalent to Humane Society Animal Law Enforcement Academy) and 80 hours of POST Crime Scene Investigation course work, to be paid by the City, within one (1) year of appointment.

**Education:**

- Equivalent to graduation from high school. Additional course work or training in forensic science or crime scene investigation is highly desirable.

**License:**

- Possession of a valid California driver's license.

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