COMMUNITY SERVICE OFFICER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision performs a variety of non-hazardous law enforcement duties in support of sworn Police Department staff.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn position that is responsible for providing assistance to sworn personnel. It is distinguished from Police Officer in that the latter is a sworn peace officer and performs the full range of law enforcement duties and responds to hazardous police emergency calls.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level sworn personnel.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

Provide support in patrol, investigations and other divisions within the police department

Assist police officers in routine non-hazardous investigations.

Respond to citizen complaints and assistance at the counter.

Respond to and investigate non-injury traffic collisions.

Prepare and file routine reports and correspondence such as burglary, stolen car, traffic accident, parking enforcement and lost and found property.

Issue citations for parking violations.

Process, collect and document property crime scenes for latent fingerprints.

Collect and document evidence from crime scenes.

Perform traffic control, non-violent crowd control and administer first aid as necessary.

Transport victims, witnesses and equipment.

Perform live scan fingerprints for detainees and the public.

Observe and report damaged street signs, inoperative traffic signals and curb markings in need of maintenance

Refer violations and complaints by citizens to proper authorities and departments.

Locate, investigate and interview victims and witnesses.

Record, analyze and evaluate statements made by victims, witnesses and non-custodial suspects.

May assist with processing cooperative detainees.

May testify in court or at hearings regarding case records and investigative activities.

Marginal Functions:

Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

General principles and practices commonly used to establish effective police community relations

English usage, spelling, punctuation and grammar

Record keeping principles and procedures

Ability to:

Learn and effectively explain the policies and procedures pertaining to non-sworn law enforcement work

Exercise sound judgment in a variety of situations

Establish and maintain confidentiality

Learn and understand the criminal and civil judicial systems

Operate modern office equipment, including computers and applicable software

Testify in court

Communicate clearly and concisely, with tact, both orally and in writing

Establish and maintain positive and effective working relationships with those contacted in the course of work

Maintain physical and mental capacities appropriate to the performance of assigned duties and responsibilities

EXPERIENCE AND TRAINING

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

Experience:

Successful completion of the P.O.S.T Basic Police Academy or two (2) years of experience in assisting sworn personnel in performing non-sworn municipal law enforcement duties.

Education/Training:

High school diploma or G.E.D.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

PHYSICAL DEMANDS

Sitting:	Occasionally to Frequently
Standing:	Occasionally
Walking:	Occasionally to Frequently
Bending:	Occasionally
Crouching:	Occasionally
Stooping:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing:	Occasionally
Balancing:	Occasionally
Running:	Occasionally
Twisting:	Occasionally
Turning:	Occasionally
Jumping:	Occasionally

Lifting:

up to 10 lbs:	Occasionally to Frequently
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Occasionally
51 to 75 lbs:	Occasionally
76 to 100 lbs:	Occasionally
100 + lbs:	Occasionally

Carrying

up to 10 lbs:	Occasionally to Frequently
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Occasionally
51 to 75 lbs:	Occasionally
76 to 100 lbs:	Occasionally
100 + lbs:	Occasionally

PHYSICAL DEMANDS (continued)

Pushing/Pulling:

up to 10 lbs: Frequently to Constantly
11 to 25 lbs: Occasionally
26 to 50 lbs: Occasionally
51 to 75 lbs: Occasionally
76 to 100 lbs: Occasionally
100 + lbs: Occasionally

Grasping – firm:	Occasionally
Finger dexterity:	Occasionally
Reaching forward:	Occasionally
Pinch grasp:	Occasionally
Grasp – light:	Occasionally

Coordination	-	Eye-hand: Frequently Eye-hand-foot: Occasionally Driving: Occasionally to Frequently
Talking	-	Face-to-face: Occasionally to Frequently Verbal contact: Occasionally to Frequently Public: Frequently
Vision	-	Acuity far: Required Acuity, near: Required Depth perception: Required Field of vision: Required Accommodation: Required Color vision: Required
Hearing	-	Conversation: Occasionally to Frequently Telephone: Occasionally to Frequently Earplugs: Occasionally

MENTAL REQUIREMENTS

Abstract variables, Interpret instructions, Problems-standard, Detailed-uninvolved instructions, One or two-step instructions, Reading-simple, Reading-complex, Writing-simple, Writing-complex, Math skills-simple, Math skills-complex, Clerical, Synthesizing, Coordinating, Analyzing, Computing, Copying, Comparing, Supervising, Serving, Taking instructions-helping, Setting up, Operating-controlling, Comprehend/follow instructions, Perform simple repetitive tasks, maintain work pace, Relate to other people, Influence other people, Perform varied complex tasks, Generalizations/evaluations, Responsibility for direction.

WORK ENVIRONMENT

Exposure to: Indoors, Outdoors, Using computer/computer monitor screen, dust/fumes/etc., toxic/caustic chemicals, Works around others, works in a remote location alone, works with others.

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