

Community Services 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.*

SUMMARY DESCRIPTION

Under general supervision of the Police Support Services Commander, the Community Services Officer is a part time entry level position who performs a variety of non-sworn law enforcement duties in support of Police Department operations and services; coordinates the department's National Night Out program, assists with the Police Department's Volunteer Program; coordinates and participates in a variety of crime prevention programs including abandoned vehicle abatement and graffiti abatement programs; serves as liaison with community and other agencies; provides other support and assistance to other non-sworn functions and activities of the Police Department; and provides general information and assistance to the public.

IDENTIFYING CHARACTERISTICS

The Community Services Officer is a non-sworn Police Department class that performs a variety of duties in support of the Police Department's crime prevention and community oriented programs. In addition, this class provides assistance by relieving law enforcement staff of routine tasks not requiring a sworn officer. Positions assigned to this class are expected to perform the full range of duties as assigned, working independently, applying program knowledge, and exercising judgment and initiative while having a great deal of public contact. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

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 business needs and changing business practices.

1. Coordinates the City's annual National Night Out and project 365 programs; organizes event with residents, neighborhoods, community organizations, and sponsors; raises funds for the event; recruits participation by the City including City Council members; prepares post event report.
2. Coordinates, plans, and participates in various crime prevention programs; coordinates Neighborhood Watch programs; coordinates Graffiti Abatement and Abandoned Vehicle Abatement programs including to track, document, prepare reports, and send abatement letters to property owners; coordinates special events; assists Police Officers assigned to COPPS including in the preparation of presentations to schools; prepares flyers, informational materials, and press releases.
3. Networks with community members to identify and provide necessary crime prevention programs; prepares and presents programs in response to requests from citizens, civic groups, schools, and community leaders pertaining to crime prevention and other department activities.

4. Assists with coordination, and planning, the SHIELD (Special Helpers In Enforcement Like Duties) volunteer program; recruits, interviews, and provides orientation to SHIELD members; Supports the assigned patrol sergeant with organizing and conducting the Citizen's training academy; coordinates job development with SHIELD members and in special events.
5. Participates in a variety of community services related activities; represents the Police Department on assigned committees and coalitions; assists in planning community events and programs.
6. Performs a wide variety of other non-sworn duties in support of Department operations; prepares letters, memos, and public service announcements regarding department activities, in coordination with the department PIO; answers phones and provides front counter assistance; delivers mail and transports records to other agencies within the city and county.
7. Provides assistance to sworn officers as necessary; responds to emergencies to assist officers; assists in crowd control and traffic control at public gatherings and special events, traffic accidents, and other emergency scenes.
8. May participate in the preparation of grants; identifies alternative funding sources.
9. Provides assistance on educational tours of the Police Department; performs non-criminal fingerprinting and child safety fingerprinting.
10. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Must be at least 18 years of age and possess a valid California Driver's License
- High School Diploma, or equivalent
- No felony convictions
- Excellent written and oral communications skills
- Ability to interact professionally with a wide variety of citizens in varied settings, including stressful and emergency settings
- Proactive work ethic, ability to work effectively with relatively minimal direct supervision
- Ability to understand and follow written policies, procedures, Federal and California State laws and City Ordinances
- United States citizen or legally authorized to work in the U.S.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

High School diploma or equivalent

Experience:

Experience in fundraising and event coordination is desirable

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office environment with some travel to different sites; occasionally works in outside weather conditions; may be required to work extended hours including evenings and weekends.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.

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