

CITY OF EMERYVILLE/MESA

Created: June 2016
TITLE: COMMUNITY SERVICES OFFICER
FLSA: NON-EXEMPT
Class Code: 1236

COMMUNITY SERVICES OFFICER

DEFINITION

Under general supervision, performs a variety of duties in support of police personnel involved in safety and community service activities.

SUPERVISION RECEIVED AND EXERCISED

The Community Services Officers are uniformed civilian personnel responsible for providing non-sworn field patrol services. Receives general supervision from the Sergeant or duty officer. Exercises no supervisory duties.

CLASS CHARACTERISTICS

This is a classification whose incumbents assist with routine, non-hazardous law enforcement duties for which a Police Officer is not required. The incumbents handle non-emergency calls from citizens or respond to requests that do not require an officer at the scene and perform a variety of technical duties in support of police programs and activities. Work responsibilities include issuing citations and warnings for parking violations, assisting the public by providing directions and answering questions, and acting as a liaison between the Police Department and the public. This class is distinguished from the Police Officer classification in that the latter is a sworn position.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Provides public safety functions, including observations of specific areas both indoors and outside, and report these observations verbally and in writing to sworn members of the Police Department.

Directs traffic (both auto and pedestrian) to ensure the orderly flow of traffic and the safety of pedestrians.

Responds to non-hazardous criminal complaints, such as vandalism, petty theft and auto burglary; prepares designated crime reports at the direction of a patrol sergeant; compiles completed incident reports for records processing and makes follow-up contact by telephone, letter, or in person.

Enforces traffic and criminal code violations either directly or through sworn officers.

Completes timely and accurate reports of observations while assigned to a fixed or rotating post.

Maintains logs and other documentation as required.

Operates public safety communications equipment (portable or mobile two-way radios).

Controls entry of both personnel and vehicles to prevent unauthorized access to the restricted/controlled areas by checking identification cards and vehicle registrations.

Assists public with general inquiries and requests for reports of crimes in progress.

Functions as an investigative aide assisting in the investigation of the violations of laws and regulations by gathering, assembling and examining a variety of records and data pertinent to the case being investigated.

Responds to a variety of traffic collisions/incidents; interviews parties, witnesses and victims; and prepares written traffic accident forms documenting investigation.

Assists sworn police officers by directing traffic and interviewing witnesses at injury accidents; serves as liaison with other local agencies that may provide assistance at scene.

Issues citation or warning for violation of California Vehicle Code provisions and parking control ordinances such as parking time limit zone, tow away zones, loading zones. Impounds vehicles when required.

Maintains logs and performs visual inspections.

Operates a variety of office equipment including communication equipment, radio, telephone, copiers, facsimile machines and computers; operates distinctively marked police vehicles on all roads, highways and freeways throughout the City.

Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Basic function and operation of a law enforcement organization, activities, terminology, rules and procedures.
- Crime intervention practices and procedures.
- Local parking rules and regulations.
- Security measures and precautions.
- Public relations techniques and procedures.
- Record-keeping and report writing principles and procedures.
- Modern office practices, methods, and equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public and City staff.

Ability to:

- Apply policies, procedures, and guidelines relating to emergency and non-emergency situations.
- Learn assigned job duties and apply knowledge to job.

- Prepare written reports.
- Read, understand and apply moderately difficult materials.
- Remain calm in demanding and emergency situations.
- Operate communications equipment.
- Operate standard office equipment.
- Maintain harmonious relations with the community.
- Organize own work and set priorities based on department guidelines and protocols.
- Follow oral and written directions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade. Some college-level coursework in administration of justice is desirable. A minimum of two years' experience working with the public. Previous experience working in a law enforcement support position is desirable.

Licenses and Certifications: Possession of, or ability to obtain, a valid California Driver's License by time of appointment. Position also requires a background check and pre-employment medical examination.

PHYSICAL DEMANDS

Must be sufficiently physically active to perform the physical duties of the job. The job entails the frequent lifting, carrying pushing and pulling of objects weighing up to 50 pounds; occasional to frequent sitting, standing, walking, bending, reaching above the shoulder, below the shoulder, at the shoulder; frequent simple and firm grasping with both hands; near and far, color and horizontal vision used frequently; repetitive foot motions of both feet infrequently to frequently depending on assignment; hearing sensitivity utilized frequently. Assignments require exposure to a variety of weather conditions.