



CLASSIFICATION SPECIFICATION COMMUNITY SERVICE OFFICER

JOB SUMMARY:

Under general supervision, the Community Service Officer performs a variety of general clerical duties in support of an assigned division in the Police Department; assists in crime prevention activities; investigates and prepares reports as required; provides information to other agencies, City staff, and the general public; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Community Service Officer performs a variety of non-hazardous support duties as a non-sworn, non-peace officer. This class differs from a Property & Evidence Technician in that the incumbent performs more routine clerical duties in support of the Police Department.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Answers questions from the general public, City staff, and outside groups and agencies; responds to complaints and requests for information; receives, sorts, date stamps, and distributes mail; and assists with processing a variety of police records, reports, and materials.
- Sorts files, copies, and distributes crime reports, traffic reports, citations, and other records as appropriate; creates, formats, edits, revises, proofreads, and processes a variety of documents and forms such as general correspondence, notices, reports, memos, and other documents; and investigates and prepares reports on selected incidents including traffic collisions, missing persons, lost and found property, vehicle impounds, and other miscellaneous incidents.
- Enforces parking regulations; performs traffic control; reports observed traffic hazards; assists in the preparation and delivery of court filings, citations, and other court related materials; and may serve subpoenas, appear in court, and testify.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Police operations and standard procedures; applicable federal, state, and local laws, codes, and regulations; and office administration practices and procedures.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.

- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Perform a variety of clerical duties of general nature for the Police Department; gather, analyze, and evaluate facts and evidence and reach sound conclusions; act quickly and calmly in emergencies; correctly interpret and explain applicable laws, codes, and regulations; observe safety principles; and work in a safe manner.
- Communicate clearly and concisely both orally and in writing; understand and follow oral and written directions as provided; create and edit a variety of documents; and assist in the maintenance and organization of office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- One year of clerical, administrative, and/or customer service experience.
- Local government experience is desirable.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

WORK ENVIRONMENT:

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: June 15, 2017