



# COMMUNITY SERVICE OFFICER

## **DEFINITION**

Under general supervision from sworn and non-sworn police supervisory staff, performs a wide variety of non-sworn field and office law enforcement tasks.

## **DISTINGUISHING CHARACTERISTICS**

This is a non-sworn, uniformed classification, responsible for taking reports; investigating non-injury traffic accidents; collecting and processing property and evidence; operating and maintaining the property/evidence room, photography, fingerprinting, crime prevention education, coordinating *Neighborhood Watch* groups and activities, coordinating youth-related functions such as the Children's Faire, interacting with the public, including the making of various types of presentations, conducting thorough and objective background investigations of applicants to determine employment suitability, relief dispatching, parking enforcement, traffic control, abandoned vehicle abatement, City code enforcement, animal control services, providing general support to Police Department staff, and other duties as assigned, not requiring sworn officer status.

## **ESSENTIAL JOB FUNCTIONS**

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

- Patrols the City in a radio equipped vehicle; answers calls for the non-hazardous incidences.
- Collects, receives, identifies, processes and stores evidence and property according to prescribed procedures; and prepares reports related to incidences.
- Interviews and/or photographs victims, complainants, and witnesses either in the field or the office; gathers and preserves evidence for non-hazardous police reports by photographing/video taping crime scenes, evidence and property.
- Processes crime scenes and evidence for fingerprints and other physical evidence; analyzes evidence and fingerprints.
- Fingerprints suspects, registrants, and applicants using the Live-Scan Fingerprint processing system.
- Answers questions from the public regarding police services; responds to inquires regarding laws, City ordinances, and vehicle codes.
- Contacts the public to take a variety of reports, such as, but not limited to, lost/found property, animal related, non-injury traffic accidents, City code related, parking related, vandalism, and other non-violent crimes.

- Transports seized evidence and stolen and/or found property.
- Maintains contact with citizens regarding potential enforcement problems and preserves good relationships with the general public.
- Develops and implements a wide variety of crime prevention programs.
- Organizes community members to participate in citywide programs.
- Contacts and cooperates with other law enforcement personnel in matters relating to providing police services.
- Serves as court and District Attorney liaison, assembles reports, maintains files, subpoenas, citations, logs, permits, and a variety of other documents; submits information to other agencies and departments as necessary.
- Processes court papers and serves subpoenas.
- Testifies in court.
- Enforces animal related law violations and regulations, including investigating complaints regarding animal welfare and nuisance, stray, uncontrolled, dangerous, wild, or diseased animals and dog bite.
- Explains local laws, codes, the filing of complaints, and ordinances relating to the care and control of animals and issues citations for violations of applicable regulations.
- Captures wild, stray, and unlicensed animals for impounding.
- Removes dead animals from public and private property and arranges for disposal.
- Transports injured animals to emergency veterinary facilities.
- Destroys dangerous or grossly injured animals in the field and or arranges for destruction.
- Patrols City streets and roadways enforcing non-moving vehicle law violations and regulations, including the towing of abandoned vehicles, towing of vehicles found in violation of City parking ordinances and vehicle code offenses, removal of hazards, and issues parking citations.
- Chalk marks vehicle tires and issues citations for overtime and illegal parking.
- Signs off on traffic citations if “proof of correction” is provided.
- Directs and controls pedestrian and vehicular traffic at emergencies, special events, and other congested traffic situations.
- Conducts vehicle identification and registration inspections and corrections.
- Prepares reports on traffic violations, vehicle abatements, vehicle collisions, and other case reports.
- Observes and reports hazardous conditions, obstructions to traffic, and other emergencies.
- Learns, interprets and applies applicable laws, codes and regulations.
- Patrols City streets and roadways enforcing City code laws and regulations, including zoning, and issuing citations.
- Performs relief dispatching duties, including, but not limited to, answering 911 emergency and non-emergency telephone calls.
- Enters and retrieves data from a variety of automated systems (e.g., CLETS, CAD/Records, etc.) following established formats; gathers information from these resources to complete and process various routine forms, records, statistical reports and applications; contacts individuals to obtain additional information as needed.
- Conducts thorough and complete background investigations according to department policies, applicable laws, and procedural requirements; reviews applications/personal history statements (and other documents, as required to determine suitability) for

completeness and directs applicants to provide additional information if needed; obtains proper information release documents.

- Contacts and conducts investigative interviews of applicants, applicant personal references and applicant employment references; develops and pursues lines of inquiry.
- Gathers, verifies, and analyzes personal, professional, credit/financial, and educational documents; contacts other agencies, governments, and professional organizations to obtain and verify information.
- Prepares letters, reports and written summary of findings; analyzes investigation results and draws logical and objective conclusions; confers with hiring managers; makes recommendations regarding suitability for employment.
- Maintains records related to work performed.
- Performs other duties as assigned or required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principals, procedures and terminology used in law enforcement, animal control services, parking control, dispatch, and crime prevention.
- Basic interviewing methods and techniques.
- Knowledge of safe handling and care of animals.
- Modern office procedures and methods, including telephone answering and receptionist techniques, computer keyboard operation and CLETS.
- Correct English language usage, including spelling, grammar, and punctuation.
- Safe working practices.
- Techniques for effective interpersonal communications and conflict resolution.

### **Ability to:**

- Learn, understand, interpret and apply pertinent laws, ordinances, and policies and procedures.
- Operate City vehicles, radios, and other specialized tools and equipment related to the duties being performed, such as cameras, a police radio, evidence kits, traffic control equipment, etc.
- Write citations.
- Identify, abate and remove abandoned vehicles.
- Develop, coordinate, implement and promote a variety of crime prevention programs and projects.
- Prepare and present educational, public information and related programs and presentations.
- Learn to operate the police department's computerized systems, including CLETS, Records Management, Computer Aided Dispatch and Office type programs.
- Answer police emergency telephone lines.
- Learn the criteria that determines an emergency or non-emergency.
- Observe accurately and remember faces, numbers, incidents, and locations.
- Gather information, prepare and maintain accurate and grammatically correct written reports and records and follow directions given by supervisory staff.

- Read maps and learn the City's geography.
- Handle, capture, and control animals humanely and effectively under stressful or emergency conditions.
- Assess animal behavior and make effective decisions regarding the handling, capturing, and destruction of animals.
- Exercise sound, independent judgment in decision making, within general policy guidelines.
- Think logically and act quickly, with ability to judge situations and people accurately.
- Deal with the public firmly, courteously and tactfully; be able to diffuse angry people and mediate conflict.
- Establish and maintain effective, cooperative working relationships with those contacted in the course of required duties.
- Communicate clearly, accurately, and concisely, both orally and in writing; understand and follow oral and written instructions.
- Remain calm and make rapid and sound independent judgements under stressful or emergency situations.
- Maintain confidentiality of information.

**Education/Experience:**

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

- Graduation from an accredited high school or possession of a GED.
- For Background Investigation duties, completion of a Peace Officers Standards and Training POST approved Background Investigator course preferred.

**Additional Desirable Education/Experience:**

- Supplemental specialized training in criminology, police science or a related field.
- Some college course work.
- Some clerical or civilian law enforcement experience, including public contact.

**Special Requirements:**

- Must possess a valid Class C California Driver's License and have a good driving record.
- Must be able to work irregular hours, shift work, week-ends, holidays, and overtime, as necessary. This includes being able to respond to emergency calls on a 24-hour basis.

**WORKING CONDITIONS**

**Environmental Conditions**

Depending on the specific assignment, the environmental conditions can consist of working:

- Outside in all types of weather conditions and during any shift, including occasional exposure to toxic or caustic chemicals.
- Outdoors traveling from site to site, either in a vehicle or on foot.
- Office environment.

*Frequency of exposure to these environmental conditions depends on specific assignments.*

## **Physical Conditions**

The physical demands described here 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 functions.

Depending on the specific assignment, the physical conditions can consist of:

- Frequent driving, walking, sitting, standing, talking and hearing.
  
- Frequent operation of a data entry device, writing, repetitive motion.
- Sustained posture in a seated position for prolonged periods of time while sitting in a chair or operating a vehicle.
- Frequent use of various communication devices, such as telephones, headsets, radios, etc.
- Frequent hearing of normal speech, hearing/talking on the telephone, talking in person.
- Constant decision making, concentration, and public contact, public speaking, dealing with emergency situations.
- Occasional climbing or balancing, stooping, kneeling, crouching or crawling, pushing, pulling, bending, squatting, reaching, grasping.
- Occasional lifting and/or moving of up to 75-pounds of weight.
- Occasional exposure to dangerous persons, animals, firearms and noise.
- Specific vision abilities required by this classification include close vision, color vision, and the ability to adjust.

*Frequency of physical conditions depends on specific assignments.*

For duties pertaining to the Essential Job Function: *Performs relief dispatching duties, including, but not limited to, answering 911 emergency and non-emergency telephone calls*, refer to the City of Sonora Job Description for Police Clerk/Dispatcher.

For duties pertaining to the Essential Job Function: *Conducting thorough and objective background investigations of applicants to determine employment suitability*, refer to the City of Sonora Job Description for Background Investigator.