



Community Service Officer

Class Specification

Revised 9/23

Class ID: 620

Unit: NPA

Probation: 12 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, performs a variety of non-sworn staff support duties involved with enforcement of laws and ordinances, conducts crime prevention activities, and assists in dispatching, property control and other clerical support activities; provides selected police services to the community and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned Captain. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

Positions in this class are characterized by law enforcement and police support duties which do not require performance by a sworn officer. Work involves exercising independent judgment when working alone in the field. Incumbents are expected to rotate through a variety of assignments appropriate to the class including but not limited to crime prevention, prisoner processing and transporting, investigation assistance, community and youth relations, traffic and parking control, vehicle abatement, property and evidence collection and control, animal control, and assistance in dispatching.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Issue citations to violators of laws and City ordinances relating to bicycles, business licenses, littering, parking, animal control, and other matters.

Assemble data, prepare reports and develop statistics to aid in identification of crime patterns; take police reports and serve subpoenas.

Assist Police Officers in the collection, protection and processing of evidence at crime scenes; take photographs or sketch crime scenes; report crimes observed and maintain evidence collection equipment.

Process and transport prisoners as assigned.

Direct and control traffic at emergency scenes and public events.

Perform school crossing guard duties; train and provide instructions to crossing guards as needed.

Answer calls and radio complaints.

Advise the public on crime prevention techniques and animal control requirements; conduct informational meetings with community groups, businesses, and schools on a variety of crime-related or animal control topics; prepare literature for distribution to the public on crime prevention information.

Provide testimony in court cases as required.

Patrol schools, parks and other public areas in the enforcement and prevention of violations of law and

animal control.

May pick up stray, vicious, injured and dead animals for delivery to an animal shelter; impound animals and, in some cases, send them to the Alameda County Health Department for rabies tests; investigate and submit reports on all animal bites in the city; review and reconcile bills from veterinarians and animal control shelter; assemble data on animal control activities and prepare monthly Health Department report.

Check for proper licensing in all operations required to have a City license and cite or report any discrepancies or violations discovered.

Perform property control duties; assist in dispatching.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office procedures and practices.
- Standard office equipment, including a personal computer.
- Correct English usage, including spelling, grammar, punctuation.
- Data collection and compilation techniques.
- Basic business arithmetic.
- Basic safety protocols and practices related to position.

Skill or Ability to:

- Learn Department policies, rules, regulations, and State, County and local laws and ordinances applicable to their assignments.
- Act with resourcefulness, courtesy, and initiative with minimum supervision.
- Make simple arithmetical calculations.
- Use a keyboard to perform data entry work.
- Work effectively under pressure and with frequent interruptions.
- Exercise good judgment in making decisions according to existing laws, regulations, and policies.
- Analyze situations quickly and objectively, and to take proper courses of action.
- Effectively deal with the public in stressful and difficult situations.
- Safely operate a City vehicle.
- Learn and follow safety protocols and procedures.
- Learn to safely operate and maintain firearms and other equipment.
- Prepare concise and accurate reports.
- Understand and carry out written and verbal instructions.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Make oral presentations before community groups and at schools.
- Follow established policies and procedures.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

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

Possession of a high school diploma or equivalent, and one (1) year of work experience with a high volume of public contact.

License and Certificate:

Possession of a valid California driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to respond to service calls and meeting sites; will also work outdoors which may include exposure to inclement weather conditions, noise, fumes, dust, air contaminants and heavy traffic conditions vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Sitting, standing, walking, reaching, twisting, turning in the performance of daily activities. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

The job duties will expose the employee to the outdoors, which may include exposure to inclement weather conditions, noise, fumes, dust, air contaminants and heavy traffic conditions. Employees will also work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases. Willingness and ability to work any shift; work holidays, weekends, scheduled and emergency overtime; be available on call, as required; willingness to work a variety of assignments and to rotate to different assignments as directed. Wear uniform or professional business attire required; comply with departmental grooming standards.