

COMMUNITY SERVICES OFFICER

DEFINITION

Under general supervision, performs a variety of non-sworn/civilian duties in support of police operations and activities; functions as an investigator; performs a variety of duties involved in the enforcement and communication of State and local laws, codes, ordinances, and regulations pertaining to the care, keeping, treatment, and control of animals; responds to calls and patrols the City for animal control related problems; prepares accurate records and reports pertaining to such activities; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Community Services Officer performs the more routine non-sworn/civilian duties assignments.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by employees of this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are least likely essential functions for any single position in this class.

1. Patrols the City and is available to assist motorists or citizens in need of non-safety law enforcement related services; provides police visibility in the community; writes citations as directed for violations of Vehicle Code and City Ordinance sections; follows up on bicycle citations; authorizes the impound of vehicles for violations.
2. Takes reports of crimes and accidents from witnesses, victims and other involved parties; conducts searches for owners of found property; assists with the collection and preservation of evidentiary material at a crime scene or in conjunction with follow-up interviews with victims, witnesses or other sources having information; makes referrals to community resources.
3. Investigates assigned cases (e.g. check/credit card fraud); interviews victims, witnesses and suspects; researches and collects evidence; prepares narrative reports, requests for warrants and other written materials.
4. Books, searches, and photographs prisoners; receives and stores property and evidence; testifies in court on matters relating to chain of evidence; takes and processes photographs; may collect and transport evidence specimens from prisoners.
5. Researches files/documents and prepares displays needed by officers or attorneys for court appearances; may prepare reports in support of administration projects.

6. Makes presentations on crime prevention, public safety and similar topics to a variety of neighborhood or civic groups and school audiences; analyzes the crime patterns and designs programs around current community issues; designs brochures, pamphlets and materials for general distribution to residents concerning safety and crime prevention techniques; participates in community events and awareness programs; publicizes community services and resources.
7. Interacts with citizens who are interested in volunteering and participating in community safety improvement efforts through informational programs regarding children identification, personal property identification issues, personal safety precautions, and becoming a community resource for problem identification.
8. Patrols assigned areas; pursues animals by vehicle and on foot; captures and impounds unlicensed, diseased, stray, and vicious animals; snares animals using special devices; cages or secures animals in Animal Control vehicles; examines captured animals for illness or injury; handles and properly transports sick or injured animals to a veterinarian for medical treatment.
9. Quarantines animals that are known or suspected of inflicting an animal bite on a person; imposes quarantine procedures and provides follow-up contact to ascertain if the animal is showing any signs of sickness or rabies.
10. Removes dead animals from roadways and other areas using special devices; properly disposes of dead animals.
11. Investigates reports of complaints of animals creating nuisances and takes appropriate action; investigates reports of violations including inhumane care or neglect of and cruelty to animals, dog bite incidents, and vicious dog attacks; issues citations and warnings to enforce State laws and City animal regulations; conducts investigations, interviews witnesses, victims and animal owners to determine if violations have occurred.
12. Prepares reports and maintains accurate records, logs, and files of the animals and activities; files reports with the Health Department; prepares cases and complaints for court action; testifies in court; answers questions and provides public education regarding laws, enforcement procedures, humane animal care and services, and owner responsibilities.
13. Assists Police Officers and other agencies in taking pets into protective custody resulting from a death, arrest, or other emergency; captures and impounds wildlife for relocation or euthanization.
14. Performs central reception duties; assists in the Records Unit and with public counter traffic, signs off vehicle equipment correction citations; acts as courier in the delivery of materials, supplies and equipment as directed; explains the operations of the department and provides tours of the facility.

EMPLOYMENT STANDARDS

Education and/or Experience

High School Diploma or GED; two years of experience in customer service and /or animal care are desirable; or an equivalent combination of education, training and experience.

Knowledge of:

Principles and procedures of record keeping; principles of basic report preparation; practices used in dealing with the public; safe driving principles and practices; police and dispatch procedures; police records and information resources; basic investigation methods; basic methods of animal collection, care, and disposal; occupational hazards and standard safety practices necessary in the area of animal capture and control.

Skill in operating modern office equipment, including computer equipment; necessary tools and devices to capture and immobilize animals; a radio; and a motor vehicle safely.

Ability to:

Learn and apply State and local laws, regulations or ordinances, department policies, procedures and regulations; perform civilian patrol duty; perform animal control duty; write clean, concise and accurate reports; analyze situations and take quick, effective and reasonable action; follow verbal and written directions; establish and maintain effective working relationships with superiors, peers, subordinates and the general public; communicate effectively, both verbally and in writing; make public presentations.

Special Requirements

Possession of or ability to obtain a valid California Drivers' License; must be 18 years of age and be able to pass an extensive background check; ability to obtain a certificate of completion of PC 832 Course-Basic laws of arrest.

Physical Demands

While performing the essential functions of this position the employee is regularly required to stand, walk, reach with hands and arms, climb, balance, stoop, kneel, crouch, crawl, lift and/or move up to 100 lbs; frequently exposed to fumes, odors, airborne particles, toxic or caustic substances, excessive noise, temperature extremes, vehicular traffic, dampness/humidity, confrontational persons, animals, and various forms of wildlife.

WORKING CONDITIONS

Periodic contact with angry and upset individuals. Temperature fluctuations due to both seasonal extremes and working in and outside. Independent travel throughout the area is required. Employees may be around animals that are agitated or injured, that may attempt to bite or scratch. At times, worksite could be loud from barking dogs.

Date Adopted: March 31, 2014