

## **COMMUNITY SERVICES OFFICER I**

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### **DEFINITION**

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Under general supervision, performs a variety of non-sworn/civilian duties in support of police operations and activities; performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

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The Community Services Officer I performs the more routine non-sworn/civilian duties assignments. The Community Services Officer II acts with greater independence and has responsibility for more complex assignments such as investigations and coordination of volunteer programs.

### **REPRESENTATIVE DUTIES**

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*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 be listed below. Marginal duties are those which are least likely essential functions for any single position in this class.*

1. Drives through the City and is available to assist motorists or citizens in need of non-safety law enforcement related services; provides visibility in the community; writes citations, as directed for violations of Vehicles 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. Performs central reception duties; assists in Records Unit and with public counter traffic, signs off vehicles 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**

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### **Education and/or Experience**

One year of experience working with the public presenting information.

### **Knowledge of:**

Public speaking and public contact techniques; data collection and report writing techniques; a variety of office equipment.

### **Ability to:**

Lean and apply department policies, procedures and regulations; perform civilian patrol 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 Driver's License.

### **Physical Demands**

Strength, stamina, coordination and balance to walk long distances some of which may be on uneven or slippery surfaces, bend and reach to retrieve objects. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of paper, reference and other materials. Moving from place to place within an office or at crime scenes; some reaching for items above and below desk level. Carry equipment and supplies; vision to see details in low light; manual dexterity to write legibly.

## **WORKING CONDITIONS**

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Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. Periodic contact with angry and upset individuals. Temperature fluctuations due to both seasonal extremes and working in and out of doors. Independent travel throughout the area is required.

Date Adopted: August 6, 1996