

COMMUNITY SERVICES OFFICER II

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

The Community Services Officer II performs the more complex non-sworn duties assignments and with greater independence than the Community Services Officer I such as functioning as an investigator volunteer programs.

REPRESENTATIVE DUTIES

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

1. 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.
2. Books, searches and photographs prisoners; receives and stores property and evidence; testifies in court on matter relating to chain of evidence; takes and processes photographs; may collect and transport evidence specimens from prisoners.
3. Researches files/documents and prepares displays needed by officers or attorneys for court appearances; may prepare reports in support of administration projects.
4. Oversees the Community Services Officers Reserves; accepts applications, interviews applicants and performs background checks; selects and trains reserve officers; deals with employee problems and concerns; issues uniforms and maintains records.
5. 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.
6. 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.

7. Interacts with citizens who are interested in participating in volunteer programs, community efforts to improve their safety, identification programs for children and personal property, learning more about personal safety precautions, becoming a community resource for problem identification.
8. May perform any of the duties of the Community Services Officer I as required.

EMPLOYMENT STANDARDS

Education and/or Experience

One year of community service experience including public contract, interviewing, recordkeeping and report writing or any combination of training and experience that provides the desired knowledge and abilities.

Knowledge of:

Public contact and interviewing techniques; public speaking techniques; data collection and report writing techniques; police and dispatch procedures; police records and information resources; basic investigation methods.

Ability to:

Learn and apply department policies, procedures and regulations; learn and apply sections of state and local codes; perform civilian patrol duty, use two-way radio; write clear 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.
Candidates will be required to pass a police background investigation.

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

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