



# City of Mountain View

Now accepting applications for:  
**COMMUNITY SERVICES OFFICER**

The annual salary range is  
**\$84,997 - \$103,156 (Full-time)**  
**\$42,599 - \$51,578 (Part-time)**

## Why Mountain View?

Because where you choose to work, matters. Because you want to surround yourself with passionate, mission-driven colleagues committed to providing excellent service to the community and each other. Because you want to apply your talents in a place where words like “wellness,” “empathy” and “innovation” are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

*“Being a Community Services Officer is an exciting career working alongside some of Mountain View’s finest Police Officers in a diverse community.”*

—Jodie Pierce, Community Services Officer

## What’s the Role?

We’re looking for two **highly motivated, reliable, and skilled professional** to take on the role of **COMMUNITY SERVICES OFFICER** with the City of Mountain View. We have one full-time (40 hours/week) benefitted and one part-time (20 hours/week) benefitted position. You will join a **fast-paced, dynamic team environment**, providing assistance to Field Operations and Special Operations Divisions to support patrol, abandoned vehicle abatement, crime prevention, community engagement, and other administrative functions. The Community Services Officer is nonsworn and does not carry weapons. This position receives direction from Police Sergeants and builds relationships throughout the organization. If you are looking to serve the Mountain View community in a Community Services Officer role, this position is for you! Review our detailed job description [here](#).

## The Essentials

- Education equivalent to a high school degree
- One year of office or public contact work experience
- Valid California Driver’s License

## Bonus Points:

- Prior law enforcement experience with understanding of police operations, codes, and procedures.
- Familiar and comfortable using police (two-way) radio and computer equipment.

## What You’ll Do – Provide community service such as...

- Assist sworn personnel across divisions with enforcement and non-enforcement duties, including completing routine police reports, assisting members of the public, and providing administrative support.
- Issue warning notices, administrative citations, Vehicle Code citations, and/or letters to violators of City codes.
- Maintain accurate records of activities and take reports involving non-hazardous situations.
- Perform traffic and crowd control at accident, crime, and fire scenes, special events, and traffic signal malfunctions.
- Maintain up-to-date crime prevention techniques and support community engagement strategies.

## How You’ll Do It – The Mountain View Way...

- Provide Exceptional Service: We value being responsive to the communities needs and seek to earn the public’s confidence and satisfaction with fair and impartial services that are highly competent, professional and accessible to all.
- Act with Integrity: We value a commitment to the ethical standards of the organization and our profession. We are trustworthy, reliable and committed to doing the right thing, the right way, for the right reason.
- Treat Others with Respect: We value approaching every contact with a mindset that embodies treating people with dignity and respect, giving them a voice and listening, being impartial and fair, and building trust in our interactions with the public and our colleagues.

Follow us on LinkedIn:



<https://www.linkedin.com/company/city-of-mountain-view/>



# City of Mountain View

## CULTURAL IDEALS:

- *Empower People*
- *Foster Collaboration*
- *Support Continuous Learning*
- *Enhance Our Community*
- *Champion Wellness*
- *Lead with Empathy*
- *Embrace Change & Innovation*

## APPLY NOW!

Submit your application and resume online at [calopps.org](http://calopps.org) or to the Human Resources Department; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Please provide a valid email address on your application. Application materials will be screened on a continuous basis with a first application review date of **Wednesday, March 29, 2023**. This recruitment may close at any time after the first review. Qualified applicants are encouraged to apply early. Depending on the number of applicants this process may be altered.

## Are We a Match?

- You possess strong **interpersonal skills**, with the ability to establish and maintain positive working relationships with colleagues and members of the public.
- You can **communicate effectively**, both verbally and in writing and can prepare **neat and accurate** reports.
- You are **friendly** and **approachable**; you like people and enjoy helping them.
- You can **focus** and be fully present while working on multiple assignments.
- You understand the importance of **acting confidently**, as well as **compassionately**.
- You can **follow procedures and directions** and use **sound judgement** in emergency situations.

## The Perks!

- **Comprehensive Benefits:**
  - Generous paid leave and group health coverage (medical, dental, vision, EAP, Life & Disability Insurance).
  - CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members and 10.5% for new members to CalPERS with no Social Security deduction.
- **Support for Continuous Learning & Development:**
  - Up to \$2,000 in tuition reimbursement for education advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor's or Master's (prorated for part-time).
- **Wellness and Engagement Culture:**
  - Access to an onsite employee gym.
  - Incentive pay for participating in the City's wellness program.
  - Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution; a bicycle commute incentive.
  - Ongoing commitment to robust internal communication and feedback.
- **And More:** Employee appreciation days and activities.