



CITY OF FONTANA

COMMUNITY SERVICE OFFICER I

\$3,534 - \$4,295/mo. + excellent benefits

(Requires a flexible schedule including nights, weekends, and holidays)



DEFINITION: Under direction and/or general supervision, performs a wide variety of non-sworn field and office law enforcement work in support of Police Department activities including traffic and parking control, crime investigation assistance, dispatching, and other public service activities.

POSITION SNAPSHOT: As a non-sworn member of the Fontana Police Department, a Community Service Office (CSO) supports the Department's day-to-day operations. CSOs wear a Department uniform, operate a Department vehicle, and respond to non-emergency radio calls that require a report or community assistance. CSOs are dispatched to calls similar to a Police Officer, and are required to transmit over the unit radio. CSOs are tasked with investigating traffic collisions and criminal investigations that do not require interaction with suspects. Investigations include obtaining statements, collecting evidence, and writing reports. At times a CSO may be on their feet for long periods of time during traffic control or other functions. A CSO must be able to successfully multi-task and function independently while making decisions with little supervision based on the Department's policies. CSOs are also cross trained as 911 emergency call takers. Based on the Department's needs, CSOs may also be assigned to special duties such as, but not limited to, record keeping, report processing, court filing, traffic, etc.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Participate in preliminary and conclusive investigations of crimes and accidents; photograph and collect evidence at crime scenes, research case information, prepare related reports as required and take statements from individuals; retrieve and identify stolen property.
- Prepare missing person reports; maintain report log and update related information in computer; coordinate identification activities with other agencies; maintain accurate records.
- Attend daily briefings; process routine documents.
- Serve as parking control officer; patrol city streets and enforce laws and regulations applicable to non-moving vehicles; write citations for illegal parking; assist in identifying and removing abandoned vehicles.
- Provide assistance to the public; take statements from individuals; correct citations and process routine documents; answer questions related to public safety; provide directions and information; assist disabled vehicles.
- Provide assistance to sworn personnel; photograph and collect evidence at crime scenes; retrieve and identify stolen property.
- Direct traffic at accident sites, parades and special events as needed.
- Operate a vehicle in a safe manner.
- Operate a computer terminal and radio equipment in performing assigned duties.
- Prepare clear and concise reports.
- May perform duties of a Police Dispatch Call Taker and train new Community Service Officers as needed.
- Learn pertinent Federal, State, and local laws, codes, and regulations.
- Communicate clearly and concisely, both orally and in writing; respond to requests and inquiries from the general public.
- **Work a flexible schedule that includes weekends, nights, and holidays (schedules may be adjusted with short notice, depending on the needs of the department).**
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Positions requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, and turning while entering and exiting a motor vehicle or on foot within the City limits. The position requires near, far, and color vision. Incumbents work in all weather conditions, around moving traffic and may also be subjected to physical threats, verbal abuse, and other stressful situations. Acute hearing is also required when providing phone and counter assistance.

EXPERIENCE AND TRAINING GUIDELINES: A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. **EDUCATION:** Equivalent to the completion of the twelfth grade. **LICENSES/CERTIFICATIONS:** Possession of a valid California Class "C" Driver's License. Some experience in a law enforcement agency is preferred. Incumbent must have the knowledge of basic organization and activities of a municipal law enforcement agency, principles and procedures of record keeping, basic report preparation, modern office procedures, methods and computer equipment, procedures and techniques for dealing with the public in a tactful but firm manner.

SUPPLEMENTAL INFORMATION: Candidates must be able to pass a Police Background Investigation, Pre-employment Physical, Psychological, and Polygraph Examinations.

APPLY: Applications are available online at www.Fontana.org/Jobs or in person at the Human Resources Office. Emailed, facsimiled and printed employment applications will not be accepted. Resumes will not be accepted in lieu of an online employment application. Please notify the Human Resources Department in advance if you require special accommodations to complete the application process. All applicants will be notified of the selection process via e-mail.

CLOSING DATE: **Open to the first 300 applicants OR Thursday, June 11, 2020 at 5:00 pm; whichever occurs first.**

05/28/2020