

CLASSIFICATION SPECIFICATION

CITY OF MARYSVILLE, CA

Date: August 2020

CLASS TITLE:	Community Services Officer I Community Services Officer II	JOB CODE:
WORKING TITLE:	Dispatcher/Records Supervisor	FLSA STATUS: Non-Exempt
REPORTS TO:	Police Sergeant, Police Lieutenant or designee	HIRING STATUS: Career

JOB SUMMARY

To perform a variety of non-sworn administrative and field support duties related to law enforcement activities and programs; and to perform transactions involving the public, City departments, and other public agencies.

DISTINGUISHING CHARACTERISTICS

Community Services Officer I - This is the entry level class in the Community Services Officer series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Community Services Officer I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Receives immediate supervision from an assigned supervisor; may receive technical supervision from a Community Services Officer II or from sworn staff as appropriate.

Community Services Officer II - This is the journey level class in the Community Services Officer series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives general supervision from an assigned supervisor; may receive technical supervision from sworn staff as appropriate.

EXAMPLES OF WORK

Examples of Work are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

Provides continuous leadership in carrying out the program mission, as amended from time to time, including:

- Respond to general inquiries from the public not requiring a sworn officer, in person at the front counter, on the telephone, through electronic mail, or in the field; take and process crime reports; provide information, assistance and required forms.
- Perform traffic control duties including initial and follow-up traffic collision investigations, parking enforcement, and hazard removal; direct traffic at special events, emergency or congestion situations; issue citations for vehicle and municipal code violations.

- Document minor and non-injury incidents; assist in investigation of minor and serious injury collisions; research and recommend citations for non-injury vehicle collisions; enforce vehicle abatement rules and initiate and process vehicle tow orders.
- Maintain contact with the public about possible law enforcement problems; assist in crime prevention, community outreach and public education programs such as neighborhood watch, business watch, volunteer and personal safety programs and activities.
- Follow up on cold call reports; interview victims/complainants, document results and file reports.
- Participate in animal control enforcement activities.
- Respond to general public service calls and complaints; perform a wide variety of citizen assistance tasks.
- Operate a computer for entry, modification, and retrieval of a wide variety of police reports and records, memoranda, letters and related information.
- May provide testimony in court, at hearings or through depositions.
- May assist in taking non-emergency telephone calls as required.
- Request assistance from sworn personnel as required.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATION REQUIREMENTS

To be successful in this position, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYMENT STANDARDS (position requirements at entry)

Community Services Officer I - Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the job is qualifying. These employment standards would typically be achieved by possession of a high school diploma, or equivalent; one year of experience involving frequent public contact requiring the application of rules and procedures in a compliance environment. Possession of or ability to obtain a valid CPR and First Aid certificates within one year of appointment. Possession of a valid California Driver License at the time of appointment.

Community Services Officer II - Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the job is qualifying. These employment standards would typically be achieved by possession of a high school diploma, or equivalent; one year of experience involving frequent public contact requiring the application of rules and procedures in a compliance or Law Enforcement environment. Possession of a valid California Driver License at the time of appointment. Possession of or ability to obtain a valid CPR and First Aid certificates within one year of appointment. Possession of, or ability to obtain, a POST PC 832 certificate issued by the California

Commission on Police Officer Standards and Training within one year of appointment as required.

KNOWLEDGE, SKILLS, AND ABILITIES (position requirements at entry)

Knowledge of:

- Pertinent local, State, and Federal rules, codes, regulation and laws.
- Basic law enforcement practices, methods, and applications as related to a broad range of activities and programs.
- Standard law enforcement information, communications, and record keeping terminology
- Automated law enforcement information equipment and systems and related procedures.
- Methods and techniques of interviewing and related report preparation in a law enforcement environment.
- Business English, including spelling, grammar and punctuation;

Ability to:

- Listen effectively;
- Communicate clearly, logically, concisely, and persuasively, both orally and in writing;
- Carry out policies of the City;
- Prioritize workload effectively to meet deadlines under changing conditions;
- Establish and maintain effective, cooperative working relationships with individuals and groups encountered;
- Independently perform non-sworn administrative and field duties in support of a variety of law enforcement activities and programs.
- Interview victims and/or complainants.
- Provide accurate information in hearings, court proceedings, or through depositions.

Language Skills:

- Well-developed listening, writing, and verbal communication skills, including the proper use of legal, scientific, financial, and subject matter concepts and terminology, conveyed with the intended audience in mind.

Reasoning Skills:

- Well-developed ability to define organizational, operational, and technical subject matter problems succinctly, to draw reasonable conclusions therefrom, to conceptualize solutions effectively, and to effectively relate those matters to others. The issues involved will regularly require incumbents to interpret a variety of technical instructions, possibly given in mathematical, diagrammatic, scientific, or statutory forms, and to deal with both abstract and concrete concepts.

PHYSICAL DEMANDS

The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Must be able to use telephone and computer keyboard.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet indoors, and varying outdoors.

Work days are frequently long, and work product deadlines are common.

Confidentiality is expected.