



**CITY OF CONCORD**  
invites applications for the position of:

## **Community Service Officer**

**SALARY:** \$23.60 - \$30.13 Hourly  
\$4,090.67 - \$5,222.53 Monthly  
\$49,088.00 - \$62,670.40 Annually

**OPENING DATE:** 11/08/19

**CLOSING DATE:** 12/20/19 05:00 PM

### **JOB CHARACTERISTICS:**

**\*\*\*OPEN & PROMOTIONAL JOB OPPORTUNITY\*\*\***

#### **Community Service Officer**

The Concord Police Department is excited to announce its recruitment for **Community Service Officer**. There is currently one vacancy in the Detention division.

#### The Ideal **Community Service Officer** Candidates

The future Community Service Officers must be self-motivated, highly organized, accountable, ethical, and possess the ability to learn and adapt in a fast-paced, multi-tasking environment. The ideal candidates are effective communicators and team players, who possess the ability to work efficiently and independently, with a drive to excel. The future incumbents will strive to provide excellent customer service to both internal and external customers. The future Community Service Officers will be individuals who personify and are guided by the **City's [Mission, Vision and Values](#)**.

#### **SELECTION PROCESS**

1. Submit a completed City of Concord application and the required supplemental question responses online at [www.cityofconcord.org](http://www.cityofconcord.org) by **5:00 p.m., Friday, December 20, 2019**. Only application materials submitted online during the filing period will be accepted.
2. All qualified applications and supplemental responses will be competitively evaluated, and those candidates demonstrating the strongest qualifications for the position will be invited to participate in a panel interview, which has been **tentatively scheduled for the week of January 6, 2020**. If you are selected to participate in the panel interview and are unavailable, we regret that we will not be able to reschedule you.
3. Successful candidates will be placed on the hiring list, based on rank, for further consideration to fill the current regular vacancy, as well as others occurring over the next 12 months.

**IMPORTANT:** Contact with candidates will primarily be via email. Make sure you list a current email that you **check regularly** on your application.

#### **COMMUNITY SERVICE OFFICER**

##### **Purpose**

Performs a variety of technical support tasks in the Police Department relating to police reports, evidence packaging, storage and security, equipment and supplies, field office assistance, vehicle abatement and civilian officer tasks relating to the operation of jail facilities. Performs related and other

work as required all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make the City a city of the highest quality.

**Equipment, Methods & Guidelines**

Typically includes, computer terminals and peripheral equipment, telephone and calculator. May include intoxilyzer, fingerprint analyzing chemicals and equipment. May use telephone, calculator, video recording equipment, camera, pepper spray, taser gun, handcuffs, two-way radios, police vehicles, motor scooter and appropriate self-defense tactics. Reference materials include rules, regulations, policies, schedules and violation codes as contained in City and Police Department intranet databases, rules, regulations, policies, schedules, and codes as contained in City reference documents and manuals; and regulations as contained in State reference documents. May also use violation reference material such as penal codes, vehicle codes, and criminal codes.

**Working Conditions**

Incumbents typically wear uniforms but are unarmed. Work includes either inside or outside work. May include extended sitting, exposure to variable weather, physical confrontation and verbal abuse as well as exposure to chemicals obtained as evidence. Also includes performing physical searches of criminal suspects. May be subject to evening, weekend, holiday shifts, and rotational assignments. Incumbents work varying schedules which may include eight or ten hour shifts.

**Physical Demands**

Emphasizes speech, hearing, and vision. Also includes lifting light to moderate lifting (up to 50 lbs.), carrying, pushing, pulling, balancing, stooping, and crawling. Some assignments may emphasize ability to successfully employ self-defense tactics.

**Supervisory Guidance Received/Given**

Supervision received consists of written and oral instructions intended to provide administrative support and control, to detail objectives to potential problems and to prescribe general methods for achieving objectives.

**EXAMPLES OF DUTIES INCLUDE, BUT ARE NOT LIMITED TO:****In general, for all assignments:**

1. Operates computer keyboard to make entries, update, correct or access information on file; keeps a variety of detailed logs, files and reports specific to assigned areas. Utilizes police department data systems including the EZ-Writer, C.M.S. and e-mail.
2. Compiles data from information on file.
3. Monitors office supplies and maintains designated levels.
4. May train and orient new employees or interns/cadets in the work unit; may schedule and oversee activities of assigned interns.
5. May be rotated or assigned activities of other Community Service Officers and may be assigned activities of other personnel for relief purposes.
6. May provide liaison between the department and local, State and Federal law enforcement agencies.
7. Keeps current on law/regulations relating to assigned area.
8. May respond to questions and concerns about assigned areas from the public and other departments or agencies.
9. Builds and maintains positive working relationships with co-workers, City employees and the public using principals of good customer service.
10. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City

**Detention**

1. Searches prisoners; takes fingerprints, photographs, collects evidence, and completes booking records. Lists personal property; ensures the security of personal property of those in custody.

2. Houses, feeds, and cares for prisoners in custody. Administers first aid and cardiopulmonary resuscitation as necessary. Transports prisoners to County jail facilities; escorts prisoners to court.
3. Conducts and monitors breath tests for blood alcohol content.
4. Maintains inventory of and issues Preliminary Alcohol Screening (PAS) devices.
5. Completes and documents court ordered bookings.
6. Completes the processing of all statutorily and court mandated registrants.
7. May testify in court.
8. For relief purposes, may be assigned activities of other personnel.
9. Performs other work as assigned.

To view the full **Community Service Officer** job description, please click [HERE](#)

## QUALIFICATIONS:

### Knowledge and Abilities

Working knowledge of modern office procedures and practices, of correct punctuation, spelling and grammatical usage, together with a good vocabulary. Working knowledge of filing, indexing and cross-referencing methods and of effective public contact methods. Ability to prepare and maintain accurate records and reports; to make simple arithmetical calculations; to learn and effectively explain the policies and procedures pertaining to the work; to do both complex and routine clerical work; to work effectively under pressure and with frequent interruptions; to exercise good judgment in making decisions according to existing laws, regulations and policies; to understand and carry out oral and written instructions and to establish and maintain cooperative and effective relationships with those contacted in the course of work; to learn and effectively explain the policies and procedures pertaining to the work Ability to act quickly in emergencies, to apply self-defense techniques, to complete State mandated training courses for specific assignments; to complete taser gun, pepper spray, and weaponless defense training, and to obtain first aid and cardiopulmonary resuscitation certificates.

### Education/Experience

**Education:** Completion of the twelfth grade or the equivalent. When assigned Detention duties, completion of or on-going participation in course work associated with Penal Code Section 832 is desired.

**Experience:** Two years of related work experience, including public contact and preferably including experience in a law enforcement or related agency.

### OTHER:

Assignments involving the operation of vehicles require a California Driver's License and a satisfactory driving record as a condition of initial and continued employment. For certain assignments, a related POST approved course is desirable.

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The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

The provisions of this bulletin do not constitute a contract, express or implied and any provisions contained in this bulletin may be modified or revoked without notice. It is a policy of the City to refuse to consider a person for a position whenever that person's relationship to an employee, elected or appointed official, or member of a board or commission has the potential for creating adverse impact on supervision, safety, security, or morale, or involves a potential conflict of interest.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cityofconcord.org>

Position #2018-00051  
COMMUNITY SERVICE OFFICER  
KC

1950 Parkside Drive  
Concord, CA 94519  
925-671-3308

[Jobs@cityofconcord.org](mailto:Jobs@cityofconcord.org)

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**Community Service Officer Supplemental Questionnaire**

- \* 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
- Yes  
 No
- \* 2. Which best describes your highest level of education?
- Some high school  
 High school or GED  
 Some college  
 Associate's Degree  
 Bachelor's Degree  
 Master's Degree  
 Doctorate Degree  
 None - N/A
- \* 3. How many years of experience do you have in a law enforcement or related agency?
- Less than 1 year  
 1 year to less than 2 years  
 2 years to less than 3 years  
 3 or more years
- \* 4. Please indicate the type of agency where you gained your law enforcement agency experience (if applicable).
- City Police Agency  
 Sheriff's Agency  
 Highway Patrol  
 Other  
 I do not possess law enforcement agency experience
- \* 5. How many years of experience do you have working with the public?
- Less than 1 year  
 1 year to less than 2 years  
 2 years to less than 3 years  
 3 or more years
- \* 6. How many years of related work experience do you have?
- less than 1 year  
 1 year to less than 2 years  
 2 years to less than 3 years  
 3 or more years
- \* 7. Have you completed any coursework associated with Penal Code Section 832?
- Yes  
 No
- \* 8. In 500 words or less, please describe any specialized training in law enforcement or a related field that you may have such as Administrative Justice coursework or Police Academy training. If you do not possess any experience, please write "N/A" in the box below. Please DO NOT write "see resume" in the box below.

- \* 9. Are you willing and able to work various shifts including nights, weekends and holidays?
- Yes  
 No
- \* 10. Please indicate which assignments you are interested in working in as a Community Service Officer. Check all that apply.
- Community Service Desk/ Field Office  
 Equipment and Supplies  
 Property  
 Traffic  
 Field Office  
 Detention  
 Records
- \* 11. Do you possess law enforcement agency experience or related experience in any of the following Community Service Officer assignments? If you do, please check all that apply. (For details on these assignments, please read the examples of duties section of the job announcement.)
- Community Service Desk/ Field Office  
 Equipment and Supplies  
 Property  
 Traffic  
 Field Office  
 Detention  
 Records  
 I do not possess any related experience
- \* 12. If you have related law enforcement (or related field) experience to any of the Community Service Officer assignments (see number 11), in 500 words or less, please describe you experience. If you do not possess any experience, please write "N/A" in the box below. Please DO NOT write "see resume" in the box below.
- \* 13. Why are your interested in working for the City of Concord Police Department? Please limit your response to 500 words or less.
- \* 14. In 500 words or less, please describe why you feel you would be the ideal candidate for the Community Service Officer position.
- \* 15. By checking the box below, I understand that if I am considered for hire that I must submit the documentation required for the pre-employment background and that successful passing of the background is required prior to appointment.
- Acknowledgement
- \* Required Question