

**COMMUNITY SERVICES OFFICER I
COMMUNITY SERVICES OFFICER II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision (Community Services Officer I) or general supervision (Community Services Officer II) of higher level sworn and non-sworn supervisory or management staff, provides a wide variety of non-sworn technical and administrative law enforcement support services in support of Police Department operations and services including in the areas of parking enforcement, code enforcement, responding to assigned calls for service, writing reports, fingerprinting, and narcotic offender/sex offender registrations; and provides other support and assistance to other non-sworn functions and activities of the Police Department.

IDENTIFYING CHARACTERISTICS

Community Services Officer I - This is the entry level class in the Community Services Officer series performing the more routine and less complex non-sworn law enforcement assignments while learning City policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Community Services Officer II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This classification is flexibly staffed with the Community Services Officer II. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions, the completion of the minimum experience and education requirements for the "II" level, and is at the discretion of higher level supervisory or management staff.

Community Services Officer II - This is the journey level class within the Community Services Officer series. Employees within this class are distinguished from the Community Services Officer I by the need for a broader understanding of support services operations as well as the complexity of work performed. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit, and assist the entry level class in learning basic job tasks. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level, or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a wide variety of non-sworn technical and administrative law enforcement support duties in support of Police Department operations and services.
2. Performs a range of parking enforcement and vehicle abatement duties; patrols City and marks vehicles; issues parking citations; has abandoned vehicles towed.
3. Responds to routine and non-hazardous calls for service; takes and prepares reports including those involving lost and found property, shop-lifting, burglary, stolen property, and missing persons.
4. Registers sex and health and safety offenders; assists officers in witness and/or crime scene searches;

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participates in evidence collection and storage; performs fingerprinting for prisoners and the public.

5. Receives complaints regarding zoning, sign, land use ordinance violations, and public nuisances, including occupancy; prepares case files, including the establishment of legal owner, the verification of the parcel address, and other information necessary to conduct investigation and enforcement action; conducts site visits or confers with City personnel regarding violations; documents violations by securing photographs and other pertinent data; ensures that accurate case files are maintained; issues citations and notices of violation.
6. Prepares abatement letters; conducts follow-up procedures including the preparation of additional correspondence, site visits, communications with complainants, attorneys, and property owners involved in code violation cases; prepares cases for legal action, summarizing evidence gathered in the course of periodic inspections; appears in hearings and/or court to present testimony
7. Assists with the acquisition and maintenance of equipment, supplies, and facilities including patrol vehicle emergency equipment, office equipment, office supplies, and supplies for assigned functions; orders forms and citation.
8. Coordinates volunteer program and other programs as may be assigned.
9. Performs a full range of related duties in support of department operations; provides traffic and crowd control, VIN verifications, citation sign offs, and car seat inspections; participates in vehicle management; performs other administrative duties as assigned.
10. Assists at the Police Department's front counter as necessary; photocopies and distributes crime, incident, arrest, and accident reports to the general public and various agencies; releases impounded vehicles; assists, provides information, and responds to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; answers and responds to calls on multiple phone lines; forwards calls to appropriate personnel; takes and provides phone messages.
11. Testifies in court as required; may assist in searching persons in police custody.
12. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
Standard law enforcement information, communications, and record keeping terminology.
Principles and practices of modern municipal code enforcement.
Principles and techniques of traffic control.
Principles and practices used in collecting, processing, and logging evidence.
Self defense principles and practices.
Location of major streets, public places, and landmarks in the City of Suisun City.
Modern office procedures, methods, and computer equipment.
Computer applications such as word processing, spreadsheet, and database applications.
Automated law enforcement information systems and procedures.
English usage, spelling, grammar, and punctuation.

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Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
Law enforcement record keeping and records management principles, procedures, techniques, and equipment.
Research and report writing techniques.
Customer service principles and practices.
Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.

Ability to:

Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
Understand, interpret, and apply general administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
Perform a variety of non-sworn law enforcement activities.
Prepare factual, clear, and concise crime reports.
Direct and control traffic during special events or other emergency situations.
Learn basic Spanish speaking skills that allow for communication regarding addresses, locations, time, descriptions, etc.
Operate and use modern office equipment including a computer and various software packages.
Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data.
Analyze situations and adopt a course of action.
Remain calm under emergency situations.
Research and maintain records, logs, and files.
Deal tactfully and courteously with the public and law enforcement personnel.
Respond to requests and inquiries from the general public.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Exercise good judgment in maintaining critical and sensitive information, records, and reports.
Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
Organize and prioritize work assignments.
Understand and follow oral and written instructions.
Type and enter data accurately at a speed necessary for successful job performance.
Work varied hours including evenings, weekends, and holidays.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Community Services Officer I

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

One year of work experience that demonstrates a general aptitude for working with the public in a multi-task environment.

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License or Certificate:

Possession of a valid driver's license.

Community Services Officer II

Education/Training:

Equivalent to completion of the twelfth grade. Additional specialized training in law enforcement, code enforcement, criminal justice, or a related field is desirable.

Experience:

Two years of responsible law enforcement work experience comparable to a Community Services Officer I with the City of Suisun City.

License or Certificate:

Possession of a valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that 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 job functions.

Environment: Office and field setting; travel to various locations; exposure to inclement weather conditions; exposure to heavy vehicle traffic conditions; may be required to work evenings, weekends and split shifts.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to travel to various locations to respond to non-emergency situations; perform traffic control functions; stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.