

## **COMMUNITY SERVICE OFFICER**

Salary Range: NSP3 (Police Salary Range)

### **DEFINITION**

Under general supervision, performs a wide variety of civilian field and office law enforcement and crime prevention work in direct support of sworn personnel; investigates police incidents, writes reports, performs parking enforcement, abandoned vehicle abatement, animal control, and performs crime scene investigations; may assist with code enforcement activities; performs a wide variety of general clerical duties in support of various department programs; and performs related work as required.

While functioning in the capacity of Animal Control, enforces City and state ordinances and laws governing the care and keeping of animals in the City; answers complaints and provide information about animal control services, policies, and procedures; maintains records and prepare reports; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Community Service Officer is a non-sworn, journey level classification where incumbents are expected to perform the full range of assigned duties with minimal supervision. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents in this classification receive general supervision from higher level supervisory and management staff, and may supervise or provide technical and functional direction to non-sworn personnel and/or volunteers.

### **ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Reports to crime and accident scenes; conducts high level crime scene investigations; collects and photographs evidence; photographs and videotapes crime scenes and others as necessary; maintains equipment related to crime and accident scene collection including darkroom, cameras, and fingerprinting kits; may be assigned to a processing lab.
- Investigate reports and complaints of stray, dangerous, unwanted and improperly controlled or maintained animals; take appropriate action within City and department guidelines.
- Identifies collects, preserves, and transports evidence and property; maintains evidence records and coordinates the transportation, collection, and disposal of evidence, narcotics, and weapons; preserves and stores property and evidence in compliance with the law and department regulations; maintains and stocks supplies for evidence and property activities.
- Patrol City streets, roads, and parks in a vehicle; search for stray or abandoned animals; impound, collect, and transport animals as necessary to the County shelter; transport injured animals for treatment.

- Directs traffic during special events and in emergency situations to ensure continued traffic flow; issues parking, registration, administrative, and non-hazardous citations; tows vehicles.
- Remove dead animals from City streets and property and transport to County shelter.
- Works an assigned area in a designated vehicle.
- Enforce City animal control and licensing laws; issue citations for violations of animal control and licensing ordinances; testify in court.
- Answers calls for service in connection with the enforcement of municipal, county and state laws.
- Take into custody animals turned in by the public, including trapped animals; quarantine and dispose of animals as appropriate, using tranquilizer gun or other weapons to control or destroy dangerous and/or injured animals.
- Conducts preliminary, primary or follow-up investigations, and prepares reports of criminal activities, vehicle accidents, or other illegal or unusual incidents as assigned.
- Control animal population through trap placement and poisons; monitor locations and number of domestic farm animals.
- Performs a variety of clerical duties including record keeping, filing, indexing, report entry, and other specialized and general clerical work.
- Provide public information and education to schools and community groups regarding animal control services, policies, and procedures.
- Enters and retrieves data from computer systems.
- Attend meetings and respond to related questions and complaints; explain ordinances relating to the care and keeping of animals.
- May train, assign and review the work of other employees as assigned.
- Coordinates and cooperates with outside agencies, other law enforcement agencies and organizations to provide information or assistance as needed.
- Responds to and resolves difficult and sensitive citizen inquires and complaints.
- Represents the City and the Police Department in a courteous, professional manner; meets with city staff from other departments and legal counsel; coordinates activities with other departments.
- Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at nuisance abatement hearings.
- Perform related duties and responsibilities as required.
- Initiates criminal and civil complaints in conjunction with the City Attorney's or District Attorney's Office.
- Establishes and maintains accurate and complete case files; prepares documents and evidence for court proceedings and testifies in hearings and court proceedings, as necessary.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Assists in the coordination and evaluation of volunteer programs and activities; recruits,

selects, trains, evaluates, and coordinates volunteer activities; develops, implements, and coordinates volunteer recognition and award programs. Coordinates crime prevention and neighborhood watch activities; conducts public meetings and meets with community members regarding crime prevention and volunteer activities.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Modern principles, practices, and techniques of police science and operations
- Techniques and procedures of modern evidence collection, storage and disposal
- Basic law enforcement practices, methods, and applications as related to a broad range of services and programs
- Standard two-way public safety radio broadcasting procedures and rules
- Principles of supervision, training and performance evaluation
- Correct English usage, spelling, punctuation and grammar
- Principles and practices of report writing for a law enforcement agency
- Principles and methods used in traffic control
- Principles and practices of customer service
- Principles and practices of work safety
- Computer applications related to the work, including word processing, database and spreadsheet applications
- Law enforcement record keeping and records management principles and procedures
- Pertinent federal, state and local laws, codes, and regulations

### **Ability to:**

- Learn and enforce laws, regulations, and City ordinances related to animal control and licensing.
- Control and capture vicious and dangerous animals.
- Lift and carry injured and dead animals.
- Analyze situations correctly and adopt quick, effective and reasonable courses of action with regard to surrounding circumstances.
- Learn to perform a variety of community service duties related to supporting law enforcement activities
- Learn the use and care of automobiles, assigned equipment and other Police Department equipment
- Learn, interpret and apply City and Police Department policies, procedures, rules and regulations
- Read, understand and interpret standard official legal documents
- Learn California statutory law as it pertains to incidents commonly documented and/or encountered by a Community Service Officer
- Organize, plan, prioritize, assign, and review the work of assigned personnel engaged in crime prevention and volunteer programs

- Exercise independent judgment and discretion in analyzing and resolving problems; work with minimal supervision
- Learn to direct and control traffic during special events, traffic accidents and/or all situations
- Maintain accurate and complete records and reports
- Communicate effectively both orally and in writing
- Organize own work, coordinate projects, set priorities, and meet critical deadlines
- Use English effectively to communicate in person, over the telephone and in writing
- Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data
- Preserve the confidentiality of sensitive material routinely encountered during the course of work
- Deal tactfully yet firmly with the public in stressful situations; interact with the public in a positive manner
- Establish and maintain effective working relationships with those contacted in the course of work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

### **Minimum Qualifications**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to the completion of the twelfth (12<sup>th</sup>) grade,
- At least one (1) year of full-time experience dealing with the public in person and/or over the telephone, demonstrating a general aptitude for working with the public in a multi-task environment.
- One year (1) experience in the care, control, collection, and handling of animals.

### **GENERAL QUALIFICATIONS**

#### **License Requirements**

- A valid California Class C driver license or higher with a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Terminal Operator Certification for access to NCIC/CLETS is required within thirty (30) days of employment.
- CPR/First Aid Certification within six (6) months of employment.
- 832 PC Firearms Certification

#### **Physical Requirements**

Incumbents must have the ability to sit at a desk or in a vehicle for long periods of time; safely operate a motor vehicle; intermittently twist, bend, squat, reach, walk and stand in an office and/or field environment; stand and walk for long periods of time in field environment; climb stairs and/or

ladders while in the field; perform simple and power grasping; pushing and pulling; fine manipulation; lift moderate weight up to 50 pounds; manual dexterity to use standard office equipment and supplies including a keyboard; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone and/or radio. Must have the strength and stamina to perform animal control duties.

**Working Conditions**

Employees work in the field and in the office, and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset members of the public in interpreting and enforcing departmental policies and procedures. Employees may work unusual and prolonged work schedules as necessary, including weekends, holidays, and evenings.

**FLSA: NE**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

*Adopted: January 2003*

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*Updated: December 2020*