



CITY OF CITRUS HEIGHTS

COMMUNITY SERVICES OFFICER I COMMUNITY SERVICES OFFICER II

DEFINITION

To perform a variety of specialized para-professional law enforcement duties in a non-sworn capacity including taking crime reports, performing traffic control and responding to routine burglaries and traffic accidents; to enforce City traffic laws; to collect, maintain, and store evidence and property; to maintain and coordinate the maintenance and storage of police equipment and vehicles; to coordinate and implement crime prevention activities; to assist in the recruitment and training activities of the department; to provide information to the general public and answer citizen inquiries; and to perform a variety of other non-sworn law enforcement functions in support of the Police Department.

DISTINGUISHING CHARACTERISTICS

Community Services Officer I - This is the entry level class in the Community Services Officer series. This class is distinguished from the journey level by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Community Services Officer II - This is the journey level class within the Community Services Officer series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual 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 entry level.

This class is distinguished from the Senior Community Services Officer in that the latter performs duties that require specialized knowledge and abilities related to a specific function, may oversee a specific area of assignment, and may provide technical and functional supervision of technical personnel.

SUPERVISION RECEIVED AND EXERCISED

Community Services Officer I

Receives immediate supervision from an assigned supervisor.

Community Services Officer II

Receives general supervision from an assigned supervisor.

May provide technical and functional supervision over less experienced non-sworn personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Document minor and non-injury collisions that occur within the City's jurisdiction; request the assistance of sworn law enforcement personnel as required; assist in the investigation of minor and serious injury collisions.

Input various reports, data and other information into the computer including data related to parking enforcement, accident reports, traffic control, and evidence.

Perform traffic control for accident scenes, public works operations, and special events; maintain and deploy radar trailer to different locations in the City.

Respond to violations of parking ordinances; issue citations as necessary; generate and print parking permits; tow vehicles in violation of ordinances.

Develop, coordinate, administer, and implement safety and crime prevention programs; develop and print literature and marketing materials; research new programs for crime prevention and community education; participate in the development and presentation of public education programs.

Assist in developing, maintaining and supporting the Neighborhood Watch groups, serving as the liaison between the groups, police and City personnel and others to promote problem solving efforts for the community.

Coordinate special community events, community programs, Citizens Academy, tours of the Police Department; make presentations to various community and neighborhood groups, schools, organizations on safety and informational topics related to crime prevention.

Assist the Administrative Sergeant in the recruitment and hiring of police personnel working with confidential information; assist the coordination, tracking, and implementation of training for police personnel.

Recruit, screen, and train community volunteers that are interested in working in the police department.

Participate in the collection and processing of evidence; dust and lift latent prints; log and maintain the storage of evidence; utilize evidence related equipment and computer systems.

Register sex and health and safety offenders; assist in fingerprinting the public as needed.

Coordinate the repair and maintenance of Police vehicles and equipment using outside vendors; schedule patrol vehicle and equipment maintenance; update service records; assist with the acquisition of equipment and supplies.

Respond to general inquiries from the public at the front counter, on the phone or in the field; take and process crime reports; provide information, assistance and various forms.

Comply with state and local laws and follow department rules, regulations, and procedures.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Testify in court as required.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Community Services Officer I

Knowledge of:

Research and report writing techniques.

Customer service principles and practices.

Ability to:

Learn to perform a variety of non-sworn law enforcement activities.

Learn to direct and control traffic during special events or other emergency situations.

Learn to prepare factual, clear and concise crime reports.

Learn to interpret and apply laws, ordinances and departmental policies and procedures.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze documents and reports; identify and interpret technical and numerical information; observe and problem solve.

Intermittently, sit at desk or while operating a vehicle; stand when performing duties; walk around incident sites; kneel, twist and bend in the office and the field; perform simple and power grasping, pushing, pulling, and fine manipulation; write or use a keyboard to communicate; and lift or carry weight of 25 pounds or less.

Perform a variety of general clerical and office support functions.

Work varied hours including evenings, weekends and holidays.

Analyze situations and adopt a course of action.

Research and maintain records, logs and files.

Engage tactfully and courteously with the public and law enforcement personnel; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.

Provide information to the public about police programs and activities in a professional, public education manner.

Maintain contact and preserve good relations with the public; respond to requests and inquiries from the general public in a timely basis.

Respond to requests and inquiries from the general public.

Remain calm under emergency situations.

Understand and follow written and verbal instructions.

Express him/herself in English in a clear, distinct, and understandable manner when speaking to individuals, to people of different socio-economic levels, before various public and community groups, and when testifying in court.

Write clearly, accurately, concisely, and legibly using correct English, grammatical construction, and spelling; read and interpret complex technical documents in English.

Perform basic math computations.

Work scheduled and emergency overtime; be available for call back, as required; and to change work periods and work days dependent on operational requirements of the City.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Use a personal computer with proficiency and familiarity.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

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

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Community Services Officer II

In addition to the qualifications for the Community Services Officer I:

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 techniques of traffic control.

Principles and practices used in collecting, processing, and logging evidence.

Modern office procedures, methods, and computer equipment.

Computer applications such as word processing, spreadsheet, and database applications.

Automated law enforcement information systems and procedures.

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.

Pertinent local, state and federal laws, codes, ordinances, City functions, policies, rules and regulations.

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.

Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data.

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.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of para-professional non-sworn law enforcement experience similar to the Community Services Officer I with the City of Citrus Heights.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with

Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Community Services Officer I Community Services Officer II
FLSA:	Non-exempt
Created:	07/20/05
Revised:	02/20/08 – Added additional duties for the crime prevention and training/recruitment duties to be performed by a new CSO position. 09/2008 – Changed required experience from one year to two years. 07/2010 – Updated EEO Language 10/15/10 – Corrected EEO Language 8/15/12 – Changed required experience for Level II from two to three years. 8/16/12 – Removed requirement for possession of, or ability to obtain, a PC 832 certificate or other department specified weapon safety training.