



CITY OF CITRUS HEIGHTS

SENIOR COMMUNITY SERVICES OFFICER

DEFINITION

To assume responsibility for a non-sworn area of assignment including evidence and property control, equipment/vehicle maintenance, and other areas as assigned; to perform the more difficult and advanced level para-professional law enforcement duties in a non-sworn capacity including taking crime reports, enforcing City traffic laws, performing traffic control and responding to routine burglaries and traffic accidents; to provide a high level of customer service and integrate the community into policing activities; and to perform a variety of other non-sworn law enforcement functions in support of the Police Department.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Community Services Officer series. Employees within this class are distinguished from the journey level by the performance of the full range of duties as assigned including responsibility for a specific area of assignment and technical supervision over lower levels of staff. 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 of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

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

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

Perform a wide variety of advanced level non-sworn technical and administrative law enforcement support duties in support of Police Department operations and services.

Receive, process, store, secure, safeguard and preserve property evidence items recovered by or submitted to the Police Department; issue receipts for all items submitted; ensure security of evidence and property; maintain chain of custody for evidence; transport property and evidence to labs for special testing, to court for hearings/trials, and/or to storage.

Maintain accurate records and logs of all evidence; record disposition of evidence; classify evidence into a variety of categories; assist Police Officers in completing inventory of impounded evidence; coordinate the destruction and disposal of obsolete and unclaimed evidence as authorized; release items to rightful owner or for court proceedings; periodically

dispose of weapons and narcotics; prepare associated reports.

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.

Work independently or as part of a team at a variety of crime scenes requiring technical and specialized knowledge in the identification, collection, and preservation of various items of evidence.

Update policies and procedures relating to assigned program area(s); provide training to others related to areas of assignment; as assigned, train others in the proper evidence packaging procedures and other procedures related to evidence and property handling.

Perform a full range of related duties in support of department operations; provide traffic and crowd control; perform fingerprinting; perform other administrative duties as assigned.

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.

Assist sworn and higher level staff with assigned special projects.

Testify in court 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.

MINIMUM QUALIFICATIONS

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.

Techniques used in criminal investigation as related to physical evidence.

Observation and recording techniques of all physical characteristics of crime scenes.

Principles and practices used in collecting, processing, logging, and maintaining the stored evidence.

Principles and techniques of traffic control.

English usage, spelling, grammar, and punctuation.

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.

Modern office procedures, methods and related computer equipment including specialized police systems.

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.

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

Techniques and principles of effective interpersonal communication.

Principles and practices of safety management.

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.

Oversee assigned program services and activities.

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 advanced level non-sworn technical and administrative law enforcement activities.

Work independently or as part of a team at a variety of crime scenes requiring technical and specialized knowledge in the identification, collection, and preservation of various items of evidence.

Prepare factual, clear, and concise crime reports.

Direct and control traffic during special events or other emergency situations.

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.

Operate photographic and laboratory equipment in an effective manner.

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.

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.

Work varied hours including evenings, weekends, and holidays.

Provide technical and functional supervision to lower level staff.

Work with outside vendors in the coordination of equipment and vehicle maintenance programs.

Recommend needed changes and improvements to standards, policies, or ordinances.

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 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:

Two years of journey level experience which relates to non-sworn law enforcement activities similar to a Community Services Officer II in the City of Citrus Heights.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in criminal justice or a related field. An Associate's degree is highly desirable.

License or Certificate:

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

POST Community Service Officer Certificate is highly desirable.

Possession of, or ability to obtain, a PC832 certificate or other department specified weapon safety training.

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.

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