

## **CITY OF SALINAS**

### **COMMUNITY SERVICE OFFICER**

#### **BARGAINING UNIT/CLASS CODE**

**SMEA / O20**

#### **DEFINITION**

To perform a wide variety of field and office law enforcement support duties including report writing, minor investigations, public relations, and data entry.

#### **DISTINGUISHING CHARACTERISTICS**

This is a journey level class in the police support paraprofessional series. Incumbents are expected to be able to perform the full range of duties assigned with only occasional instruction or assistance within a relatively short period of time.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from assigned Police Lieutenants or Sergeants, and general supervision from other personnel as directed. Exercises functional supervision and training of part-time/temporary employees.

#### **ESSENTIAL JOB FUNCTIONS OF THE POSITION** Duties may include, but are not limited to, the following:

Serve as Citizen Assistance Officer, Investigations Community Service Officer or Service Center Community Service Officer. Receives and writes initial investigative reports. Assists in the collection of evidence. Performs front desk duties including answering phones, issuing licenses, taking photographs, finger printing, and assisting the public with a variety of questions and services. Conducts follow-up investigations of missing persons and minor crimes not involving arrests or citations. May assist crime scene investigators in the documentation and preservation collection of evidence. Trains and directs work of Community Service Aides, as assigned. May serve as Parking Enforcement Officer; patrol city streets and enforce laws and regulations applicable to non-moving vehicles; write citations for overtime and illegal parking; assist in identifying/removing abandoned vehicles, directing traffic; and perform related duties. May serve as Abandoned Vehicle Abatement Officer; identify and coordinate removal of vehicles; notify registered owners; process appropriate notices; maintain accurate vehicle removal, storage and disposition records; and perform related duties. May serve as Court Bailiff; deliver reports, serve warrants and bail to court; ensure court materials are complete; process juvenile court record sealing orders and perform related duties. May serve as a Traffic Community Service Officer, deploying radar trailer and other equipment, assisting with administrative duties and providing the public with information. May serve deploying specialized equipment, such as the Mobile Command Post Vehicle. May assist officers in field duties and community presentations. Operate a two-way radio in a professional manner. Promote and maintain safety in the work place. Perform related duties as assigned.

#### **PHYSICAL AND MENTAL CHARACTERISTICS**

Essential duties require the mental and/or physical ability to maintain physical and emotional conditioning to optimally perform in this position; manual dexterity sufficient to write, type, use telephone, two-way radio, computer, see well enough to drive vehicles, read small print on documents and maps, detect subtle shades of color; hearing sufficient to conduct in person and telephone and two-way radio conversations; speaking ability in an understandable voice with sufficient volume to be heard at fifty feet of distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop, reach overhead; physical mobility sufficient to move in and out of a vehicle repeatedly; occasionally lift more than 50 pounds, repetitively lift up to 30 pounds; physical stamina sufficient to sit and drive for prolonged periods of time; mental acuity and alertness to collect and interpret data, evaluate, reason, define problems, establish facts, draw rapid valid conclusions, make rapid valid judgments and decisions.

**CITY OF SALINAS  
COMMUNITY SERVICE OFFICER (continued)**

**WORKING CONDITIONS**

The position requires a combination of fieldwork moving in and out of a vehicle for an entire shift writing citations, or assisting with traffic control, and working in an office environment. Fieldwork requires a tolerance for all types of weather conditions, heat, rain, fog evening and day shifts. Business office working environment subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. May be subjected to verbal and physical abusive behavior, threats, insults, and be in contact with persons that carry weapons and communicable diseases. Will be required to drive a variety of vehicles, which may include patrol cars, vans, parking scooters and mobile Command Post.

**QUALIFICATIONS**

**Knowledge of:**

Basic organization and functions, procedures and operation details of criminal justice administration related to the municipal police departments. Procedures and work methods required to perform the full range of law enforcement support duties. Policies, procedures and techniques for assisting the public. Safe and effective work methods as related to assigned duties.

**Ability to:**

Interpret and apply laws and regulations of the City and State. Perform the full range of duties in the assigned area of work. Think and act quickly and effectively in emergency situations. Prepare accurate and grammatically correct written reports. Communicate clearly and concisely both orally and in writing. Maintain an efficient record keeping system. Understand and carry out oral and written directions. Work efficiently and cooperatively with representatives of other City departments, outside agencies and members of a diverse public. Assist the public in a polite and tactful manner. Promote the mission, values and standards of an effective public organization, particularly in the area of customer service.

**Skill to:**

Learn and perform report-writing skills necessary to complete comprehensive investigative reports. Learn and operate a parking enforcement vehicle as assigned. Learn and perform court bailiff duties as assigned. Learn and perform vehicle abatement as assigned. Operate radio-dispatching equipment. Proficient in keyboarding and data entry.

**License or Certificate:**

Possess a valid California Driver's License. An 832 P.C. Certificate is required and must be obtained within twelve (12) months of employment.

**Education and experience:**

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to completion of the 12th grade, and two (2) years of public contact experience in a related field.

Reviewed \_\_\_\_\_  
Department Director

Approved \_\_\_\_\_  
Human Resources Officer

Approval Date \_\_\_\_\_