

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, the Community Service Officer performs a variety of non-sworn police duties related to investigations, crime prevention, reporting, property, evidence, traffic, maintenance of equipment and firearms, booking, searching, monitoring and transportation of prisoners.

DISTINGUISHING CHARACTERISTICS

This is a specialized non-sworn classification, performing a wide variety of technical support duties in the Police Department. Assignments are performed in support of various divisions and may be subject to rotation. It is distinguished from Police Officers who perform a variety of duties involving the protection of life and property and routinely respond to hazardous emergency calls.

SUPERVISION RECEIVED

Receives general supervision from Jail Supervisor, Jail Manager, or assigned management.

SUPERVISION EXERCISED

May provide lead direction in the absence of Jail Supervisor.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Performs duties related to juvenile booking.

Processes prisoners through jail, including advising of procedures and telephone rights, searching prisoners for weapons, narcotics or other hazards and contraband, conducting property inventory, medical screening and prisoner classification.

Performs appropriate fingerprint procedure and transmits for confirmation of identification.

Conducts warrant checks, makes confirmation with appropriate agency and updates PIN and related systems through computer and teletype.

Collects information to complete Alameda County consolidated arrest reports.

Maintains jail security, observes prisoners in detention, and prepares documentation of behavior.

ESSENTIAL DUTIES (Continued)

Performs prisoner exit processing, issues receipts for bail, completes computer processing and prepares appropriate documentation for release.

Transport prisoners by bus to court or other jail facilities.

Responds to public inquire in person or by telephone.

Responds to and drafts letters and general correspondence related to assigned area.

Testifies in court or at hearings on case records and investigative activities and in court proceedings.

Monitors vehicle use and service schedule to ensure appropriate servicing and repairs are performed.

Prepares, processes, stores, and picks up equipment from storage area for disposition.

Performs traffic control for accidents, parades, large public events, congested situations, etc.

Enforces parking regulations and writes traffic citations.

Operate various police related equipment such as a radio, mobile terminals, cameras and computer systems.

Prepares and maintains a wide variety of forms and records, including police reports.

Prepares documentation and makes arrangements for towing and impoundment of vehicles.

Organizes and facilitates neighborhood watch and business group meetings.

Provides home and commercial security surveys.

Performs maintenance and cleaning of department issued firearms and safety equipment (i.e., body armor, gas masks, batons, etc).

Performs related non-sworn police duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar, punctuation in completing clear and concise reports and correspondence.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (Continued)

Knowledge of (Continued):

General principles and practices used to establish effective police/community relations.

Use and basic capabilities of computerized record and information systems.

Safe work methods and safety regulations.

Ability to:

Establish and maintain positive working relationships with other City employees and members of the public; maintain a professional, courteous demeanor under adverse, difficult, and confrontational situations.

Read, understand, interpret and apply policies and procedures.

Learn basic self-defense.

Type accurately at a rate of 25 net words per minute.

Prepare paperwork and reports related to area of assignment.

Communicate effectively with all members of the community, both verbally and in writing.

Demonstrate sound judgment, tact, and integrity.

Perform assigned duties with little supervision.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include walking, standing or sitting for extended periods of time and operating assigned equipment.

Successfully complete the State of California, Board of Corrections Correctional Officer Core course within one year of date of employment.

EXPERIENCE AND EDUCATION

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

Experience - Two years of experience involving high public contact, preferably in law enforcement.

EXPERIENCE AND EDUCATION (Continued)

Or

Two years of college education, in a related field of law enforcement.

Education - Equivalent to the completion of the twelfth grade.

License – Possession and maintenance of a valid Class C California Driver’s License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in variable indoor and outdoor conditions, including jail environments, subject to hot or cold temperatures, confined spaces, excessive noise, inclement weather, exposure to dust, solvents, fumes, gases, toxic waste, odors, or other irritating particles; use of defensive tactics to restrain; stand, sit, or walk for prolonged periods of time; travel to various locations and participate in meetings to conduct City business during day and evening hours; reach, twist, turn, kneel, bend, squat and stoop on a regular basis; converse by telephone, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in a professional manner; and safely lift, carry and maneuver equipment, documents, bicycles, barricades, chairs, tables, training, and other supplies weighing up to 50 pounds. Essential functions must be performed with or without reasonable accommodations.

Not less than 18 years of age at time of appointment (Section 6035, Penal Code).

PROBATIONARY PERIOD: One (1) year.

169CS12

Created October 1987

Revised April 1999

Revised November 2006

Revised January 2012

AAP GROUP: 10

FPPC STATUS: Non- Designated

FLSA STATUS: Non- Exempt