

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **COMMUNITY SERVICE OFFICER I
COMMUNITY SERVICE OFFICER II**

DEPARTMENT: **POLICE**

BASIC FUNCTION:

Under direct supervision, performs a variety of routine community service, paraprofessional and technical duties in support of police functions in assigned divisions of the Police Department; and performs other related work.

DISTINGUISHING CHARACTERISTICS:

Community Service Officer I: This is an entry level class in the Community Service Officer series and employees assigned to this class normally have little experience involving police work. Community Service Officer I will be exposed to a variety of assignments and cross-trainings with the intention that the position is normally considered to be in a training status to develop skills, abilities and responsibilities of the next level in this series. Within one year from date of hire, employee Incumbents in the Community Service Officer I class assist in a variety of non-sworn responsibilities supporting law enforcement functions that are limited to duties of a routine nature, such as, clerical duties and occasional field work.

Community Service Officer II: Performs more difficult, journey-level duties working independently and utilizing discretion in their job duties. Focuses on police support and specialized tasks in critical or sensitive functional areas, such as, assisting in investigations, maintaining evidence, chain of custody, or crime scene evidence collections, enhance safety in parks and waterways, and coordinating special projects and or events that impact the department and community. Advancement to this level requires demonstrated competencies.

KEY RESPONSIBILITIES:

Receives and responds to citizen inquiries and requests for police services in person and by telephone.

Handling calls and communicating with the public.

Answers telephones, directs calls to appropriate divisional areas, and serves as a receptionist.

Photographs and fingerprints individuals.

Performs clerical tasks related to assignments.

Maintains a variety of statistics, police files and logs.

Coordinates and conducts police facility tours.

Conducts research and compiles information to support law enforcement functions.

Performs delivery and pick-up of: materials for court processing, police vehicles and equipment for service or repair, and department supplies as assigned.

Assists in the maintenance and deposition of stolen or lost/found property.

COMMUNITY SERVICE OFFICER II:

Enforces vehicle enforcement program, including but not limited to the following tasks of: marking, citing, tagging and removing vehicles from city streets; issuing parking citations, administering the DUI cost recovery program, signing off on mechanical citations.

Takes traffic accident reports and performs traffic control at accident scenes.

Assist in administering the department's designated programs, such as, domestic violence, juvenile diversion, child abuse, property and evidence, crime prevention, lagoon and park patrol, special events coordination and traffic.

Searches for lost children and evidence.

Collect, preserve and transport physical evidence from crime scene investigations, including but not limited to, latent fingerprints, trace evidence, serological evidence, narcotics, firearms and tool marks; document crime scenes using cameras and a variety of different photogenic films and techniques.

Maintains a variety of statistics, police files and logs, including utilizing automated record keeping systems and access to database information, such as ARJIS.

Takes crime reports.

Prepares a variety of written correspondence, reports, newsletters, pamphlets and other information materials as requested.

Assists with special projects and assignments.

Process fingerprints using the CAL ID system (Automated California Fingerprint Identification System); perform examinations on items of evidence both in the field and in the laboratory for latent fingerprints using a combination of laser techniques, print powders and chemicals.

Assists in training staff as assigned.

Assist the District Attorney's Office and probation officers in presentation of cases and court exhibits; testify in court as required.

Coordinates special Police Department functions, community projects, etc.

Assists with administering department volunteer programs, neighborhood watch and other crime prevention programs, such as participating in presentations, scheduling activities, providing liaison to participating agencies and groups, and preparing related informational materials.

Conducts security inspections of commercial and residential buildings; administers alarm ordinance and invoices for false alarms.

Perform lagoon and park patrol enforcement activities, including but not limited to, patrolling by boat, vehicle, bicycle or on foot, enforcing lagoon use regulations, issuing citations, investigating water accidents patrolling parks and open areas and assisting in environmental efforts, performing safety rescue and first aid if necessary, assisting with disabled boats or minor accidents, and promoting safe recreation.

Enforce municipal code, vehicle code, penal code and issue citations as necessary.

Represent city interests in negotiations with special events promoters/applicants; administer permits for special event activities.

Work closely with various community organizations, neighborhoods and all areas affected by a special event; administer and monitor Special Event Program budget and expenditures; act as chairperson for the city Special Events Committee; perform any of the duties listed in the Community Service Officer I and II job descriptions or other duties as assigned.

Interview victims and witnesses, screen and follow-up on investigations; refer victims to the appropriate community resources, provide information to the community regarding special events.

Performs other related duties as assigned.

QUALIFICATIONS:

Community Service Officer I

Knowledge of:

- General office practices including operation of standard office equipment including a computer terminal.
- Basic record keeping principles and practices.
- Basic vehicle maintenance tasks.

Ability to:

- Understand and follow written and oral instructions.
- Write clear and accurate reports.
- Perform routine clerical tasks.
- Deal tactfully and courteously with employees and the public.
- Learn, apply, and explain departmental policies, rules, instructions, laws and regulations related to assigned tasks.
- Operate computer terminal keyboards to enter and query information.

Community Service Officer II (In addition to the Community Service Officer I qualifications and dependent on assignment)

Knowledge of:

- Basic law enforcement organization, activities, terminology, practices and regulations.
- Laws, policies, regulations, codes and guidelines related to the job area assigned.

- General office practices, including operation of standard office equipment and computer terminals.
- General procedures and techniques of evidence collection and preservation, including fingerprint classifications.
- Record keeping principles and practices.
- Basic interviewing methods and principles.
- Traffic accident investigation techniques.
- Basic investigative techniques.
- Various computer systems necessary to support administrative or clerical work or investigative techniques.
- Administering budgets.
- Safe work methods and safety regulations pertaining to the work.

Ability to:

- Interpret, apply and explain a variety of ordinances, rules and regulations.
- Ensure effective community relations through various communication processes including but not limited to negotiation and mediation techniques.
- Understand and follow written and oral instructions.
- Exercise sound independent judgment within general procedural and legal guidelines.
- Analyze situations and take effective action.
- Write clear and accurate reports.
- Perform routine clerical tasks.
- Learn methods and techniques related to basic police functions.
- Deal tactfully and courteously with employees and the public.
- Operate computer terminal keyboards to enter and query information.
- Prepare, maintain, file and index a variety of reports, records and other written materials.
- Render aid to persons in need.
- Independently initiate and coordinate special events and or special projects of a complex nature.
- Chair and run meetings.

EDUCATION AND EXPERIENCE:

Community Service Officer I

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

Equivalent to graduation from high school and one year of full-time responsible public contact experience. Familiarity of law enforcement functions is desirable.

Community Service Officer II (In addition to the Community Service Officer I qualifications)

One year of responsible experience including substantial public contact related to public safety or experience at a level equivalent to the Community Service Officer I. Additional vocational and/or college level coursework in criminal justice are desirable.

SPECIAL REQUIREMENTS:

Possession of a valid California Drivers' License.

Must pass a detailed background investigation which may include a psychological evaluation.

Must be willing to work overtime, rotating evening, night, weekend and holiday shifts.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Depending on the essential duties of the assignment, the physical and mental requirements and environment may vary. While performing the duties of this class, an employee is regularly required to sit; communicate in person and by telephone; operate standard office equipment and reach with hands and arms in the course of gathering evidence, assisting injured citizens, set-up or operation of special events, operating a vehicle, bicycle or boat. An employee is frequently required to walk or stand during the performance of patrols, special event preparation, or processing evidence. Specific vision abilities required by this job include close vision and the ability to adjust focus, view specimens through a microscope, to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

Incumbents may need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

Park and lagoon patrol will also require operating a vehicle, driving a boat, riding a bicycle or frequent walking for long durations. In emergency situations it may be necessary to have the capability to lift or drag a human being.

Successfully complete psychological assessment and or polygraph examination or other testing deemed appropriate to carry out the responsibilities of the position.

DATE APPROVED: Dec. 6, 2005