

COMMUNITY SERVICES OFFICER I
COMMUNITY SERVICES OFFICER II

DEFINITION

To perform a variety of administrative and field support duties in a non-sworn capacity related to public safety activities and crime prevention programs; conduct transactions that involve the public, courts, various City departments, and other public agencies; provide information to the general public and answer inquiries and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Community Services Officer I - This is the entry level class in the Community Services Officer series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Community Services Officer I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Community Services Officer II - This is the journey level class in the Community Services Officer series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Community Services Officer I

Receives immediate supervision from the Community Services Officer Supervisor; may receive technical and/or functional supervision from sworn staff, as appropriate.

Community Services Officer II

Receives general supervision from the Community Services Officer Supervisor; may receive technical and/or functional supervision from an assigned CSO training officer.

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

Respond to and document cold case calls (not requiring a sworn officer) regarding a variety of criminal, non-criminal, vehicle accidents and non-hazardous situations.

Community Services Officer I/II

- 2 -

Identify, locate, collect and photograph evidence at crime scenes to include dusting for latent fingerprints.

Direct traffic at accident scenes and other events that may require traffic direction.

Perform parking enforcement duties; maintain a variety of records related to citations and vehicle impoundments; sign-off on citations related to equipment violations.

Enforce vehicle, sign and litter abatement ordinances; drive, deploy and pick up speed monitoring equipment; observe and report needed street sign repairs/corrections.

Maintain contact with citizens and community groups regarding Police Department programs and services; conduct meetings and make presentations to community and school groups.

Develop, coordinate, and promote safety and crime prevention educational programs; provide security assessments for businesses and residents and encourage proactive crime prevention practices.

Transport property and/or evidence in a secure manner to appropriate destination.

Prepare and complete a variety of reports and public notifications; assist with telephone and/or public counter inquiries.

Prepare and submit weekly, monthly, or otherwise periodic reports related to a variety of law enforcement activities.

Testify in court as required.

Serve as training officer, when assigned.

Build and maintain positive working relationships with co-workers, other City staff, the general public, promoters, vendors, and others using principles of good customer service.

Process taxi cab and massage license permits.

Conduct pre-employment background investigations.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Community Services Officer I

Knowledge of:

Principles and practices of customer service.

Principles and practices of record keeping and filing.

Correct English usage, spelling, punctuation, and grammar.

Modern office procedures, methods, and computer equipment.

Principles and practices of work safety.

Basic computer applications including data base and word processing software.

Ability to:

Learn to perform a variety of community services duties related to supporting law enforcement activities.

On a continuous basis, know and understand all aspects of police operations; intermittently analyze work papers, reports and special projects; remember accounts given by witnesses; identify vehicles; interpret and apply the operational procedures and the law to field situations; observe while in the field; problem solve field situations; and explain law to public.

On an intermittent basis, sit at desk or in police vehicle; walk and stand during field activities; bend, squat, kneel and twist during issuance of parking tickets; climb stairs and/or ladders while in the field; perform simple and power grasping, pushing, pulling, and fine manipulation; and carry weight of 35 pounds or less; walk on uneven ground.

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

Learn to direct and control traffic, including during special events, traffic accidents and/or emergency situations.

Learn to prepare factual, clear, and concise reports related to criminal and non-criminal situations.

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

Perform various general clerical and office support functions.

Deal tactfully yet firmly with the public in stressful situations; interact with the public in a positive manner.

Preserve confidentiality of sensitive material routinely encountered as part of work assignment.

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

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

Two years of public contact experience, in person or over the telephone, demonstrating a general aptitude for working with the public in a multi-task environment or three months of experience as a Police Cadet.

Training:

Equivalent to completion of the twelfth (12th) grade GED, or higher level degree.

License or Certificate

Possession of a California driver's license by date of appointment.

Must obtain valid CPR and First Aid certificates within one year of employment.

Community Services Officer II

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

Knowledge of:

Basic law enforcement practices, methods, and applications as related to a broad range of services and programs.

Standard information, communications, and record keeping as related to law enforcement.

Principles and methods used in traffic control.

Automated law enforcement information equipment and systems and related procedures.

Ability to:

Independently perform the full range community service of duties.

Train Community Services I level personnel, as assigned.

Experience and Training

Community Services Officer I/II

- 5 -

Experience:

Two years of experience performing duties similar to that of a Community Services Officer I with the City of Roseville.

Training:

Equivalent to completion of the twelfth (12th) grade GED, or higher level degree.

License or Certificate

Possession of a California driver's license by date of appointment.

Must obtain valid CPR and First Aid certificates within one year of employment.

7-10-19

10-23-18

01-05-17

04-26-07

09-16-06

06-30-00

02-23-00

06-03-98

07-21-97

10-01-88

04-14-86

10-05-84

11-19-79 Police Services Aid