

**POLICY TITLE:** Job Description – Community Services Officer / Clerk  
**POLICY NUMBER:** 1520 (Revised 11/19/2014)

**1520.10 General Job Description** Community Services Officer / Clerk

**Primary duties include:**

Maintaining and managing the Department of Public Safety Police Division records, perform animal control duties such as responding to complaints and apprehending animals, performing various clerical duties such as typing, filing, receiving, logging, and directing visitors and telephone calls, performing registration procedures with sex, arson, and narcotics offenders, including fingerprinting and photographing, providing support to the Department of Public Safety in the areas of animal control, house watch, etc., and any other duties that may be required.

Under direction of the Chief of Public Safety, performs routine, nonsworn, field and office law enforcement related duties. While the primary focus of Community Service Officer falls within the Operations Division of the Police Department, their utilization can be expected in any division of Departments where their talents could be of benefit. Community Service Officers make citizen contact and promote positive public relations for the department; write incident documentation; assist sworn personnel in special events; and perform other related work as assigned.

Maintaining cordial relations with the public regarding animal control law enforcement activities and attempting to resolve all public complaints. He/she shall encourage citizen participation in the affairs of Lake Shastina and shall promote, develop and maintain positive public relations between the Department of Public Safety and the community with an emphasis on customer service. Effectively working as a member of a problem-solving team to resolve, within set time schedules, a variety of tasks in support of the Department of Public Safety.

Customary Work Hours: As outlined in the Department schedule

Customary Work Days: As outlined in the Department schedule

**1520.20 Prerequisite Qualifications, Educational and/or Experience Requirements:**

He/she must be a citizen of the United States, 21 years of age, possess the equivalent to graduation from high school, GED or higher education level, a valid California Class C driver's license, free from criminal record, and be of good moral character.

**Job Related and Essential Qualifications:**

Knowledge of:

- Report writing and documentation techniques.
- Proper use of English and grammar.
- Modern office practices, procedures, equipment and techniques, including computerized applications.
- Record keeping principles and procedures.
- Modern police methods and procedures relating to non-sworn activities encountered by a Community Service Officer.
- Current first aid and CPR applications.

Skills at:

- Interpreting and applying oral and/or written materials and instructions.
- Interpreting and applying laws and regulations.
- Operating telephone, computer, teletype and crime scene investigative material.
- Communicating clearly, concisely and effectively, both orally and in writing.
- Gathering, assembling, analyzing and evaluating facts and evidence, drawing logical conclusions and making proper recommendations.
- Responding quickly and effectively in difficult situations.
- Working with minimal supervision.

Ability to:

- Learn California statutory law as it pertains to incidents commonly documented and/or encountered by Community Service Officers.
- Write detailed, comprehensive reports.
- Learn radio codes in use by the department.
- Learn geography of the local area.
- Learn and perform job tasks related to code enforcement, crime prevention and evidence
- Apply first aid and CPR.
- Recognize, prioritize and accomplish needed tasks.
- Promote a customer service focus in forging cooperative public relations.
- Identify with management and District goals and objectives and understand District priorities and needs.
- Work in a team-based environment.
- Establish and maintain cooperative working relationships with District staff and Departments and others contacted in the course of work.
- Demonstrate continuing effectiveness in carrying out the knowledge, skills and requirements of the position.

A combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be through:

1. Education. Completion of formal or informal education sufficient to ensure the ability to read and write at the level required for successful job performance.
2. Experience: At least one (1) year of recent full-time experience dealing extensively with the general public or six (6) months of law enforcement and/or criminal justice system experience.

Other duties and requirements:

This job description lists the major duties and requirements of the job and is not all inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills, including duties involving animal control activities.

Incumbent must have a basic knowledge or the ability to quickly learn Law Enforcement methods and procedures, departmental policies and regulations, and the basic computer software.

**1520.25 Additional Desirable Qualifications.** College units in Police Science or AA degree and/or possession of EMT I or II certificate or paramedic certificate.

**1520.30 Salary Range:** Salary Range Scale available at the accounting office.

**1520.40 Essential Job Physical Demands/Qualifications:** Sitting; standing; stooping; bending; squatting; walking; close and distance vision; speaking; hearing; use of hands to finger, handle, or feel objects, tools or controls. Operation of telephone, two-way radio, police vehicle for patrolling, computer and other related business machines, and access file storage facilities. Animal control duties as assigned.

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.
2. Working conditions in the field are subject to variations in temperature, and may include wind, rain, snow and ice and other elements.
3. Requires ability to work safely out-of-doors in all weather, lift and carry equipment, materials and supplies alone frequently weighing up to 50 lbs., and up to 75 lbs. with assistance, walk and stand for extended periods, grasp and hold objects and tools with full range of motion in wrists and arms, work on slippery and uneven surfaces, and hearing capacity sufficient to understand conversations.
4. Reasonable accommodations will be made for some physical demands for otherwise qualified individuals who require and request such accommodations.
5. Working with animals and apprehending stray dogs; cleaning of kennels, feeding and caring of impounded animals.

**1520.40 Essential Job Non-Physical Demands/Qualifications:**

Must be able to:

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.
2. Operate effectively under deadlines.
3. Be detail oriented and display the ability to see numerous projects through to a successful completion.
4. Demonstrate a high level of integrity.

**1520.60 Environmental Demands/Conditions:**

1. Exposure to chemicals, biohazards, electrical shock, drowning, heights, confined spaces, weather exposure, trip/all hazards, power tools and wild animals.
2. Working conditions in the office are clean, well lit, and free from extremes of temperature and humidity.
3. Working conditions in the field are subject to extreme variations in temperatures, humidity, and can include high wind and rain.
4. Incumbent may occasionally be required to work on slippery or uneven surfaces.

Outside: Occasionally drives out-of-office and may direct traffic in a variety of weather conditions including, rain, snow and heat to +100DEG F.

Inside: Primarily works indoors in temperature-controlled environment.

Fumes/Gases: Exposure to various colognes/perfumes, infrequent exposure to fumes/dust from printing cartridges.

Noise/Vibration: Business/office machines, and driving a patrol car.

**1520.70 Mental Requirements:**

Reading: Ability to read laws and regulations, letters, reports, memos, messages, etc.

Writing: Ability to write prompt, clear, and accurate reports, memos, messages, and fill out information forms. Needs ability to use or quickly learn to use laptop computer and associated report software.

Math: Ability to work with mathematical concepts such as algebra. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Attention to Detail: High level concentration and attention to detail for extended periods of time.

Repetition: Not a particularly repetitive job.

Judgment: Ability to observe and remember facts and details of incidents and learn information through interview and observations. Ability to manage, prioritize work, and make decisions regarding the operation of services to the Lake Shastina community. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to work with others and formulate appropriate instructions to achieve desired goals.

Social Skills: Ability to relate cooperatively with members of the public, Directors, and District personnel on a constant and face-to-face basis.

Communication Skills: Ability to quickly organize and communicate thoughts orally, written or graphically. Ability to understand communications from others.