

Class Code:
Approved by City Council:

Mgmt/Confidential
Non-Exempt

COMMUNITY SERVICE OFFICER I-II SENIOR COMMUNITY SERVICE OFFICER

DEFINITION: Under direction and/or general supervision from higher level staff, performs a wide variety of non-sworn field and office law enforcement work in support of Police Department activities including traffic and parking control, vehicle maintenance, crime investigation assistance, crossing guard supervision, dispatching, and other public service activities.

DISTINGUISHING CHARACTERISTICS

Community Service Officer I --This is the entry level class in the Community Service Officer series. This class is distinguished from the Community Service Officer II by performance of the more routine tasks and duties assigned. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Community Service Officer II--This is the full journey level class within the Community Service Office series. Employees within this class are distinguished from the Community Service Officer I by the performance of the full range of assigned duties. Employees at the this level receive only occasional instructions or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level or when filled from the outside, require prior work experience directly related to the area of assignment.

Senior Community Service Officer—Employees within this class are distinguished from the Community Service Officer II by the performance of all duties assigned to this class including dispatching. Positions in this class are flexibly staffed and are normally filled by advancement from the II level, or if filled from the outside require significant related work experience.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Supervise school crossing guards; participate in the selection, training and discipline of assigned staff; plan, prioritize and assign work schedules; order and maintain related equipment.

- Participate in preliminary and conclusive investigations of crimes and accidents; photograph and collect evidence at crime scenes, research case information, prepare related reports as required and take statements from individuals; retrieve and identify stolen property.
- Prepare missing person reports; maintain report log and update related information in computer; coordinate identification activities with other agencies.
- Attend daily briefings; process routine documents.
- Serve as parking control officer; patrol city streets and enforce laws and regulations applicable to non-moving vehicles; write citations for illegal parking; assist in identifying and removing abandoned vehicles.
- Provide assistance to the public; take statements from individuals; correct citations and process routine documents; answer questions related to public safety; provide directions and information; assist disabled vehicles.
- Provide assistance to sworn personnel; photograph and collect evidence at crime scenes; monitor and search prisoners; retrieve and identify stolen property.
- Direct traffic at accident sites, parades and special events as needed.
- Maintain patrol vehicles and equipment; perform routine maintenance checks; wash and refuel vehicles and maintain records related to repair or maintenance.
- Monitor drug testing of prisoners and deliver samples to lab for analysis.
- Operate a computer terminal and radio equipment in performing assigned duties.
- Prepare necessary reports.
- May train new Community Service Officers as required.
- Perform duties of dispatcher and school crossing guard as needed.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Positions requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, and turning while entering and exiting a motor vehicle or on foot within the City limits. The position requires near, far, and color vision. Incumbents work in all weather conditions, around moving traffic and may also be subjected to physical threats, verbal abuse, and other stressful situations. Acute hearing is also required when providing phone and counter assistance.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Incumbent must have the knowledge of:

Community Service Officer I

- Basic organization and activities of a municipal law enforcement agency.
- Principles and procedures of record keeping.
- Basic report preparation.
- Modern office procedures, methods and computer equipment.
- Procedures and techniques for dealing with the public in a tactful but firm manner.

Ability to:

- Learn pertinent Federal, State, and local laws, codes and regulations.
- Learn to interpret and apply laws and regulations of the City and Police Department.
- Operate a vehicle in a safe manner.
- Prepare clear and concise reports.
- Maintain accurate records.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain an effective working relationships with those contacted in the course of work.

Community Service Officer II

In addition to the qualifications for Community Service Officer I, knowledge of:

- Procedures, methods and techniques of public safety and civilian law enforcement.
- Data collection and report writing techniques.
- Property retrieval and identification procedures.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Interpret and apply laws and regulations of the City and Police Department.

Senior Community Service Officer

In addition to the qualifications for Community Service Officer II, knowledge of:

- Organization and activities of a municipal law enforcement agency.
- Principles of supervision and training.
- Dispatching procedures and techniques for dealing with the public in a tactful but firm manner.

Ability to:

- Operate dispatch equipment.
- Supervise and train assigned staff.

Experience: Community Service Officer I - No experience required. Community Service Officer II - Two years of public service experience with the City of Fontana Police Department. Senior Community Service Officer - Three years of public service experience with the City of Fontana Police Department.

Education: Community Service Officer I - Equivalent to the completion of the twelfth grade. Community Service Officer II and Senior Community Service Officer - Equivalent to the completion of the twelfth grade supplemented by college course work in the areas of police administration, administration of justice, psychology, sociology or a related field.

License or Certificate: Possession of, or ability to obtain, an appropriate, valid California driver's license.