

COMMUNITY LIAISON OFFICER

Definition:

Under general supervision, performs a wide variety of non-sworn law enforcement support duties for the benefit of a minority community and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

- Performs all essential duties of a Police Community Service Officer specifically in support of a minority community.

- Performs additional duties in support of a minority community which include the following:

- Represents the Police Department during community functions and makes special presentations to community groups on timely subjects.

- Acts as a liaison between the Police Department and minority newspapers, radio and television stations and various commissions.

- Interprets and explains the provisions of laws, rules and regulations to minority residents.

- Recommends action plans related to minority community issues.

- Provides direction/counseling and referrals for minority community members to include domestic violence follow-up and mediation for neighborhood problems.

- Plans, organizes and coordinates minority community programs and events.

- Assists in training Police Officers in minority cultural awareness.

- Translates or assists in the translation of a wide variety of English documents into another language.

- Develops written Police Department materials for special use by a minority community as appropriate.

- Performs welfare verifications as required.

Assists other agencies as needed to include Probation, Parole, Immigration and the Marshal's Office.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and carries audio visual and other equipment weighing 50 pounds or less.

Assists other departments in the City with foreign language translations as needed.

Class Characteristics:

Community Liaison Officer is a single incumbent, non-sworn position in the Police Department with duties related to Police Department support in a minority community. The incumbent in this class performs all essential duties performed by a Police Community Service Officer plus specialized duties related to a minority community. Assigned tasks require initiative and judgment over a wide range of situations.

Contacts and Relationships:

The Community Liaison Officer establishes and maintains contact with Police Department staff, Community Services staff, other law enforcement personnel and government agencies to include but not limited to the Labor Commission, Immigration, Orange County Children's Services Bureau, Orange County Fair Housing, Parole, Probation, Orange County Human Relations Commission and the State Insurance Commission. Substantial contact is made with the public and the minority community served.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling, grammar and punctuation.

Basic report and memo writing.

Interviewing and telephone techniques.

Computer applications as they relate to area assigned.

Basic math.

Culture of the minority community to be served.

Social, legal and related programs and resources applicable to the minority community.

Methods of identifying community needs.

Special needs of the minority community.

AND

Ability to:

Interpret and apply the Fullerton Municipal Code and the California Penal code.

Interpret and apply department operating policies, methods, regulations and rules.

Understand and carry out oral and written instructions.

Operate equipment as assigned, to include communication equipment, audio/visual and computer equipment.

Work under limited supervision and use independent judgment.

Communicate effectively orally and in writing.

Use good judgment and make sound decisions in accordance with established policies and procedures.

Prepare reports and other written material.

Meet the public with courtesy and tact.

Obtain information through interview and observation.

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

Read and write and translate (English and the appropriate second language) at the level required for successful job performance.

Maintain the confidentiality of sensitive law enforcement information.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Associates Degree from an accredited college with major course work in police science, social science, sociology or a closely related field.

AND

Experience:

One year of experience at the Police Community Service Officer level with the City of Fullerton or a similar size city.

Special Requirements:

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to successfully pass a Police Department pre-employment screening process.

Must be able to work a flexible schedule to include emergency call in, overtime, call-back, shift work, nights, holidays and weekends to accommodate City needs.

Physical Tasks and Working Conditions Include the Following:

Work is performed both in an office environment and in the field. When working in an office environment, sitting or standing for periods of time and the use of a computer is required. When working in the field, standing for periods of time is also required and there will be exposure to the elements. The incumbent operates a police radio scanner and drives a vehicle on City business and may kneel, crouch, crawl, twist, climb stairs and sloping surfaces, walk on slippery/uneven surfaces, bend, reach, grasp, push, pull, drag and lift equipment weighting 50 pounds or less and may be exposed to fumes, solvents or chemicals and vehicular traffic. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Revised October 2002

Established November 1998