

## **POLICE COMMUNITY SERVICE OFFICER**

### **Definition:**

Under general supervision, performs a wide variety of non-sworn law enforcement support duties 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:

Gathers, assembles, preserves and reports facts, statements and other evidence to be used in criminal investigations.

Receives and records information from the public at the police counter, over the telephone and in the field.

Answers questions and refers the more difficult problems to sworn personnel or referral agencies when appropriate.

Prepares police reports.

Assists in the collection, preservation, transportation and booking of evidence and property.

Receives, tags, stores, inventories and releases property.

Participates in crime prevention education activities and may create informational brochures.

Makes public presentations regarding crime prevention.

Conducts property inspections to identify potential problems/criminal activity opportunities and recommends security measures.

Operates radio, telephone and audio/visual equipment.

Operates a personal computer and uses applicable software to enter and process data.

Gathers and analyzes data and maintains records.

Drives a vehicle on City business.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Performs parking enforcement duties.

Lifts and carry audiovisual and other equipment weighing 50 pounds or less.

**Class Characteristics:**

Community Service Officer is a non-sworn, multi-incumbent class in the Police Department with duties related to Police Department support within the community. Assigned tasks require initiative and judgment.

**Contacts and Relationships:**

A Community Service Officer establishes and maintains contact with other Police Department staff and has substantial contact with the public.

**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.

**AND**

**Ability to:**

Learn, interpret and apply department operating policies, methods, rules and regulations.

Learn, interpret and apply Fullerton Municipal Code and applicable State codes and regulations.

Understand and carry out oral and written instructions.

Work under limited supervision and use independent judgment

Learn to operate equipment as assigned to include communication equipment and audiovisual equipment.

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

Communicate effectively orally and in writing.

Prepare written reports and other written material.

Meet with the public with courtesy and tact.

Read and write at the level required for successful job performance.

Maintain the confidentiality of sensitive law enforcement related information.

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

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

**Education:**

Graduation from high school.

**AND**

**Experience:**

One year of responsible public contact experience.

**Special Requirements:**

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~~, **overtime**, call-back, shift work, nights, holidays and weekends to accommodate City needs.

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

**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. An 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 weighing 50 pounds or less and may be exposed to fumes, solvents or chemicals and vehicular traffic. An incumbent ~~and~~ 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

Revised November 1998

Revised February 1985