

CITY OF RIO VISTA

COMMUNITY SERVICES OFFICER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs tasks and duties related to code enforcement, nuisance abatement, evidence, parking, abandoned vehicles, neighborhood watch programs, crime prevention programs, senior citizen programs, youth education programs, conducting residential and commercial security inspections, crime prevention programs aimed at businesses, departmental training and providing public service announcements, networking with community agencies, such as domestic violence program's and victim witness programs, back up for the office support staff and other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Community Services Officer is the entry-level class responsible for performance of assigned code enforcement duties, law enforcement duties, communications, public contact and office support responsibilities, under general supervision.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Police Sergeant, or higher-ranking position depending upon assignment.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Patrols assigned areas by car or on foot; performs crime prevention and suppression activities; answers calls; conducts initial and follow-up investigations; interviews victims, complainants and witnesses; answers complaints including health code and local ordinance violations and performs surveillance activities.
- Enforces traffic laws regarding abandoned vehicles, parking violations and registration violations. Operates hand held and stationary radar devices; assists in crime prevention activities and the control of juvenile delinquency; serves inspection warrants and subpoenas; administer first aid in cases of emergency and issues citations.

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- Conducts neighborhood watch programs, crime prevention programs, senior citizen programs, youth programs, departmental training, public services announcements, networking with community agencies, such as domestic violence programs and victim witness programs, back up for the office support staff and other related duties as required.
- Coordinates and conducts complete and detailed investigation of code enforcement, nuisance abatement and property; collects, preserves, maintains and processes evidence; takes written statements; prepares required reports and maintains investigative records; serves inspection warrants and subpoenas; testifies in court in connection with prosecution of offenders; contacts and cooperates with other law enforcement agencies as warranted.
- Conducts property and building security checks; responds to questions, concerns and requests for service from the general public; provides information as appropriate and resolves complaints.
- Establishes positive working relationships with representatives of community organizations; federal/state/local agencies; City management and staff, and the public.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of community services officer and relative service delivery responsibilities; responds to community and organizational inquiries and complaints.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, grasping and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision and acute hearing, the ability to lift, push and drag equipment and supplies weighing 25 pounds or more is also required. Additionally, the incumbent will work in all weather conditions including wet, hot and cold. The nature of the work also requires the incumbent to climb unusual heights on ladders. The position entails working in hazardous situations and may involve abusive persons, potential physical violence and the potential risk of exposure to bloodborne pathogens in the performance of law enforcement duties. The nature of the work also requires the incumbent to drive motorized vehicles, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions and often work with constant interruptions.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Community Services Officer. A typical way of obtaining the required qualifications is to possess a high school diploma or equivalent. Prior experience in code enforcement is desirable.

License/Certificate:

Possession of a Class C California driver's license by date of appointment. Specialized assignments may require additional certifications as necessary.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Operations and standard operating procedures of a Police Department; applicable federal, state and local laws, codes and regulations; principles of crime prevention and suppression; modern law enforcement methods and procedures, including code enforcement, nuisance abatement, evidence, parking, abandoned vehicles, neighborhood watch program, crime prevention program development and implementation of programs for senior citizens, educational programs for youth, conducting residential and commercial security inspections, prevention programs aimed at businesses, departmental training and public service announcements, crime prevention techniques, keeping automated records system, care maintenance and operation of a variety of law enforcement equipment; methods and techniques of report preparation and writing; basic principles of law enforcement information systems, including a computer and applicable software; occupational hazards and standard safety practices, including all facets of the neighborhood watch concept. Working knowledge of the geography of the City.

Demonstrates a full understanding of applicable policies; procedures and work methods associated with assigned duties; responds to questions and concerns from the general public; provides information as is appropriate and resolves public service complaints.

To have some knowledge of the functional responsibilities of a police department and of the community of other public and private agencies

Ability to:

Gather, analyze and evaluate facts and evidence and reach a sound conclusion; act quickly, objectively and calmly in emergency situations; function with a significant degree of independence; learn and apply applicable laws, codes and regulations, read and interpret maps, sketches, drawings, specifications and technical manuals; keep accurate records; cope with situations firmly and courteously; express ideas clearly and concisely, orally and in writing; keep records and prepare reports. Experience shall be such as to qualify him/her to perform duties with skill, efficiency, tact and diplomacy. Ensure safe working practices; facilitate group participation.

Develop methods for performing assigned duties; maintains appropriate work records and documents which may include time sheets; criminal reports; accident reports; informational reports; work orders; prepares statistical and/or analytical reports as necessary; prepares and reviews sketches for various projects.

Meet standards for physical endurance, agility, health and vision; establish and maintain effective working relationships.

Successfully complete a police background investigation; polygraph examination, pre-employment medical examination and psychological examination.

Skill to:

Operate an office computer and a variety of word processing and software applications; safely and effectively operate a variety of law enforcement equipment, tools, materials and vehicles.