



CITY OF SUSANVILLE COMMUNITY SERVICE OFFICER

June, 2006

DEFINITION:

Under general supervision, is a civilian employee who provides selected aspects of non-hazardous general law enforcement services to the community which do not require the legal powers of a sworn police officer.

CLASS CHARACTERISTICS:

This is a civilian law enforcement classification. Principal duties include response to non-hazardous calls for service, reporting and follow up of selected crimes and other non-criminal incidents, parking and vehicle abatement enforcement, traffic control, assisting in crime prevention activities, animal control duties, and other law enforcement services and duties as required. A significant degree of initiative, independent judgment, and discretion is required. The ability to positively interact with community members and professionals from other government agencies is required of incumbents to develop, maintain and successfully perform this customer service position. Supervision is available in non-routine circumstances.

IMPORTANT AND ESSENTIAL DUTIES:

1. Answer non-hazardous calls regarding selected law enforcement matters, enforce selected City County or State laws and ordinances or request assistance as required.
2. Secure information from parties at an incident scene and follow through on investigations.
3. Maintain accurate records and write accurate incident or crime reports.
4. Direct traffic at emergency or congested situations.
5. Serve subpoenas and deliver court documents.
6. Assist with crime prevention, public education, and acts in collaboration with other community organizations. Assist in child restraint programs and DUI checkpoints.
7. Perform parking enforcement and abandoned vehicle abatement duties.
8. Serve as animal control officer. Patrol city streets apprehending and confining stray, unwanted, sick, lost and found animals; follow up on animal bites incidents; maintain the animal control facility; prepare and write required animal control reports; assist in the dog licensing process; assist in the rabies vaccination program.
9. Conduct follow up of selected investigations and assist in locating missing juveniles.

10. Collect and assemble information as may be required to assist in criminal investigations.
11. Collect and assist in packaging evidence at crime scenes as directed.
12. Utilize computer equipment to access information and complete reports.
13. Provide and answer inquiries from the general public.
14. Evidence/Property Room. Process evidence and property, releases, auctions, destruction, delivery to court, laboratories and other locations; and maintain property and evidence according to prescribed procedures.
15. Search prisoners as requested; act as police matron, if requested.

OTHER JOB RELATED DUTIES:

1. Performs other related duties as assigned.

PHYSICAL DEMANDS:

1. Standing: Community Service Officers stand while taking police reports, communicating with citizens at the front counter, and also in the scope of confirming warrants at the warrant index file. Standing is also required while contacting citizens during the normal course of duty. They also stand while performing vehicle abatement duties.
2. Walking: They walk while in the police facility on police business such as filing a report, attending briefings or during training programs. Community Service Officers walk to and from a home, business or other site where they are performing field duties.
3. Sitting: They may sit in a vehicle for extended periods while performing field duties. They also sit while conducting training or performing office tasks and report writing at the police facility.
4. Stooping/Bending: Stooping and bending are necessary in the scope performing duties in the field or in the police facility. Due to the amount of electronic, radio and computer equipment in the facility the majority of book and manual shelves are below waist height. Stooping and bending may also be required while performing field duties such as evidence collection and assisting in the investigation of other incidents.
5. Lifting: On occasion it might be necessary to assist a Police Officer in carrying a traffic collision victim. Community Service Officers may have to lift items of evidence or recovered stolen property such as television sets, computers, stereos, bicycles etc.
6. Carrying: This would be the same as lifting. Community Service Officers may be required to carry moderately heavy objects while working on special assignments such as property and evidence.
7. Pushing/Pulling: Community Service Officers may find it necessary to push and pull large manuals in and out of below waist level book cases while in a standing and/or in a

sitting position. Pushing and pulling may also be required while working on special assignments processing property or evidence and vehicle abatement.

8. Balancing:

ENVIRONMENTAL CONDITIONS:

1. Temperature / Weather: Community Service Officers assigned to field assignments can be exposed to all types of weather conditions. They may be exposed to very cold, damp or wet conditions outside at night or very hot and dry conditions during the day. Community Service Officers also work within the police facility in a temperature controlled environment and out of inclement weather except in the event of emergency or special event.
3. Noise/Vibration: Community Service Officers are exposed to the noise of the police radio, normal outdoor noise, and various noises of emergency vehicles working at traffic collisions or other emergency scenes.
4. Hazards:
 - a. Electrical: Working with equipment requires constant diligence in reporting wire breaks, malfunctions, and any liquid spills, which may result in electrical shock.
 - b. Mechanical: Working special assignments may require Community Service Officers to perform traffic related duties. There is a possibility of being hit by an automobile while directing traffic.
 - c. Explosives: Community Service Officers seldom, if ever, work in an environment involving explosives.
 - d. Other: Community Service Officers may come into contact with a variety of unknown drugs which may enter the system by inhalation or through skin pores. While working special assignments, they may also be exposed to contagious diseases through contact with infected persons. Diseases may be transmitted to Community Service Officers by handling blood stained clothing as evidence. They may also be physically injured while assisting officers with traffic collision victims.

ATMOSPHERIC CONDITIONS:

1. Fumes: Community Service Officers may be exposed to fumes from illegal drug paraphernalia booked into evidence.
2. Mist: Community Service Officers may be exposed to early morning mist while working special assignments.
3. Gases: Community Service Officers may be exposed to the odor of gasoline while refueling a vehicle. Community Service Officers may be trained to carry tear gas or pepper spray in conjunction with special assignments.
4. Ventilation: Community Service Officers are required to perform part of their duties in the police facility with mechanical ventilation.
5. Odors: Community Service Officers assigned to collect and process evidence/property may be exposed potentially hazardous odors from illegal crime lab paraphernalia.

6. Dust: Community Service Officers are exposed to normal and environmental dust throughout their careers.

FLOOR SURFACES:

1. Community Service Officers stand on a variety of surfaces while performing their jobs. These include cement, linoleum, tile, carpet, asphalt, uneven dirt fields, and gravel among others.

MACHINES/TOOLS/EQUIPMENT UTILIZED/HANDLED:

1. Vehicle
2. Communications Trailer
3. Motorola radio equipment
4. Portable two-way radios
5. Keys to a variety of city locks
6. Report forms, pencils and pens
7. Car and station computers/printers
8. Copy machines
9. Fax machines
10. Citation books
11. Tape recorders/video cameras
12. Chemical agent weapons
13. Gasoline pumps
14. Misc. Office equipment

QUALIFICATIONS

Knowledge of:

1. Basic law enforcement terminology and concepts.
2. Basic report writing.
3. Interpersonal communications techniques for dealing with varied groups of people particularly in emergency situations.

Skill in:

1. Communicating verbally in a clear and effective manner.
2. Obtaining accurate information from individuals in non-emergency and emergency situations.
3. Handling multiple activities simultaneously while maintaining attention to detail.
4. Understanding and following oral and written directions.
5. Exercising sound, independent judgment within established guidelines.
6. Performing various civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.

8. Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Think and act quickly in emergencies and evaluate situations and people accurately.
4. Learn to operate automated police information systems.
5. Perform various law enforcement support work.
6. Safely drive a motor vehicle.

OTHER REQUIREMENTS:

1. Must be at least 18 years of age at time of appointment.
2. Graduation from high school or equivalent.
3. Must be willing to work various hours, rotating shifts, weekends and holidays.
4. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
5. Must possess a valid California Drivers License and have a satisfactory driving record.
6. **Must complete the required 832 PC class within 90 days of hire.**

I would like to thank all 50+ PD's that sent me information that help create the following CSO job description that was approved by our Council. Hopefully this will help some other small agency in the future!

Chris Gallagher
Susanville PD