



Class Code: 306
WP Code: POCSO
Established: 04-09-81
Revised: 1-93/11-93/3-95/2-99
EEO Code: PS

City of Newark, California

CLASS SPECIFICATION

COMMUNITY SERVICE OFFICER

POSITION DESCRIPTION

Nature of Work: Under general supervision, assists police officers in their work, performs a variety of duties involved with enforcement of laws and ordinances and animal control, conducts crime prevention activities, and assists in dispatching, property control and other clerical support activities. Performs selected police services to the community and/or related duties as assigned.

Class Characteristics: Positions in this class are characterized by law enforcement and police support duties which do not require performance by a sworn officer. Work involves exercising independent judgment when working alone in the field. Incumbents are expected to rotate through a variety of assignments appropriate to the class including but not limited to crime prevention, prisoner processing and transporting, investigation assistance, community and youth relations, traffic and parking control, vehicle abatement, property and evidence collection and control, animal control, and assistance in dispatching.

Essential Duties:

Issues citations to violators of law relating to bicycles, business licenses, littering, parking, animal control, and other matters.

Assembles data, prepares reports and develops statistics to aid in identification of crime patterns; takes police reports and serves subpoenas.

Assists Police Officers in the collection, protection and processing of evidence at crime scenes; photographs or sketches crime scenes, reports crimes observed and maintains evidence collection equipment.

Processes and transports prisoners as assigned.

Directs and controls traffic at emergency scenes and public events.

Performs school crossing guard duties, trains and provides instructions to crossing guards as needed.

Answers calls and radio complaints.

Advises the public on crime prevention techniques and animal control requirements conducts informational meetings with community groups, businesses, and schools on a variety of crime-related or animal control topics. Prepares literature for distribution to the public on crime prevention information; and provides testimony in court cases as required.

Patrols schools, parks and other public areas in the enforcement and preventive aspects of violations of law and animal control.

Picks up stray, vicious, injured and dead animals for delivery to an animal shelter impounds animals and, in some cases, forwards them to the Alameda County Health Department for rabies tests; investigates and submits reports on all animal bites in the City of Newark; reviews and reconciles bills from veterinarians and animal control shelter; assembles data on animal control activities and prepares monthly Health Department report.

Checks for proper licensing in all operations required to have a City license and cites or reports any discrepancies or violations discovered.

Performs property control duties; assists in dispatching; and performs other police support duties as assigned.

COMMUNITY SERVICES OFFICER

QUALIFICATIONS

Knowledge of:

- Modern office procedures and practices.
- Standard office equipment, including a personal computer
- Correct English usage, including spelling, grammar, punctuation
- Data collection and compilation techniques
- Basic business arithmetic
- Department policies, rules, regulations, and State, County and local laws and ordinances applicable to their assignments.

Ability and Skill to:

- Act with resourcefulness, courtesy and initiative with minimum supervision.
- Make simple arithmetical calculations.
- Use a keyboard to perform data entry work.
- Work effectively under pressure and with frequent interruptions.
- Exercise good judgment in making decisions according to existing laws, regulations, and policies.
- Analyze situations quickly and objectively, and to take proper courses of action.
- Operate an animal control vehicle or-city vehicle.
- Interpret and enforce animal control regulations.
- Use and care for firearms.
- Pass rigid medical examination and physical agility test.
- To do light physical labor including lifting heavy objects.
- Prepare concise and accurate reports.
- Understand and carry out written and verbal instructions
- Make oral presentations before community groups and at schools
- Follow established policies and procedures.
- Establish and maintain cooperative working relationships.

Experience and Training: Any combination of education and experience which demonstrates possession of and competency in requisite knowledge and abilities, such as: graduation from an accredited high school or GED and some public contact experience.

Special Requirements: Willingness to work any shift, rotate shifts, irregular duty assignments, and on-call. Willingness to work a variety of assignments and to rotate to different assignments as directed. Interest in law enforcement and animal control work. Satisfactory record as a law abiding citizen. Possession of valid California Driver License and good driving record. No color-blindness or functional impairment.

Probationary Period:

12 months

FLSA: Non-Exempt