

COMMUNITY SERVICES OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, performs a wide variety of specialized and technical non-sworn law enforcement duties in support of Police Department operations and services including in the areas of responding to assigned calls for service, writing reports, crime scene investigation, evidence collection and storage, vehicle abatement, operating the City's temporary holding facility including prisoner booking and transportation, sex/arson/narcotic/gang registration, and other areas as assigned; provides information and assistance to the general public and answers citizen inquiries; and performs a variety of other non-sworn law enforcement, clerical, and administrative functions in support of Police Department services and activities not requiring Peace Officer status.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of specialized and technical non-sworn law enforcement duties in support of the Police Department including in the areas of responding to assigned calls for service, writing reports, crime scene investigation, evidence collection and storage, vehicle abatement, operating the City's temporary holding facility including prisoner booking and transportation, sex/arson/narcotic registration, and other areas as assigned.
2. Respond to non-emergency and/or cold calls for service in-lieu of a Police Officer; interview complainants; prepare necessary criminal and non-criminal police reports including non-injury accidents, grand/petty theft, ID theft, stolen/recovered vehicles, fraud, lost/stolen property, found property, vandalism/graffiti, and burglary reports; assist other agencies as required.
3. Operate the City's temporary holding facility; search and book prisoners; process prisoners for transport to the County jail or release; pick up and transport prisoners to and from various facilities including County jail, juvenile hall, state prison, and hospital; observe and watch inmates and prisoners at the County hospital; maintain updated status on subjects in custody; inspect the jail on a daily basis and ensure jail is maintained in a condition that meets State requirements.
4. Serve as Crime Scene Investigator; respond to major crimes including homicides, suspicious deaths, officer involved shootings, and other crime scenes as requested; identify, locate, document, collect, preserve, and package evidence at crime scenes; process evidence/vehicles towed to the Police Department; observe autopsies and collect evidence from victims; prepare report on collected and processed evidence; perform photography duties as requested.
5. Perform a variety of duties to enforce specific sections of the California Vehicle Codes regarding abandoned and stored vehicles on public streets; enforce City of Antioch municipal code regarding recreational vehicles; abate unlicensed, abandoned, or stored vehicles or recreational vehicles from the public roadways; cite unlicensed or unlawfully parked vehicles or recreational vehicles on the public roadway; retrieve messages from

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abandoned auto hotline; fingerprint vehicles that are recovered stolen; take photos of vehicles and RVs that meet certain criteria; prepare case reports for vehicles that are towed or stolen vehicles recovered.

6. Provide traffic control including at potentially hazardous situations, traffic accidents, crime scenes, fires, funerals, special events, and during power outages and weather related incidents.
7. Perform a variety of duties associated with the storage, maintenance, tracking, and control of Police property and evidence; collect all incoming evidence from temporary storage lockers and process property and evidence; compile all evidence to be entered into system; log all daily photos into specified drives and burn hard copy backup; log all evidence into system; compile evidence required to make lab runs and log out evidence for crime labs; deliver and pick up evidence at crime labs; compile and process all incoming District Attorney, defense, and private attorney requests; compile and process all incoming return to owner forms; return claimed property to citizens; maintain records from intake, through prosecution, to final disposition; purge all Police property and evidence according to state and local mandates; clean blood drying cabinets and evidence room and garages.
8. Assist on various cases; follow-up on runaway/missing adult cases; make phone calls; obtain DNA and dental records to send to state; confirm computer generated list of persons reported missing; follow-up on misdemeanor domestic reports including to pull related documents and research past incidents.
9. Provide information and assistance to the general public including to work at the front counter in the Police Department lobby; answer citizen inquiries, provide information, and respond to complaints and requests for services from other department staff, the general public, other law enforcement agencies, and other agencies; receive incident reports and police reports; assist citizens with miscellaneous form requests; perform ticket sign offs and vehicle releases.
10. Perform a variety of clerical and administrative functions in support of the Police Department services and activities; provide training to new personnel related to area of assignment; assist with special projects as assigned.
11. Register sex/arson/narcotic/gang registrants.
12. Fingerprint citizens for employment and licensing; perform livescan transmission.
13. Calibrate and maintain Preliminary Alcohol Screening Devices; send defective units out for repair as necessary.
14. Maintain various logs and records; gather information and prepare routine reports as assigned; enter, input, and retrieve a variety of information using a computer terminal.
15. Conduct background searches as required including those for massage therapists and card room dealers.
16. Appear in court to present evidence and testimony.
17. Order and maintain supplies related to area of assignment; stock assigned vehicle.

18. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and techniques of traffic control.
- Basic interviewing methods and principles.
- Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding evidence, property, and materials including hazardous materials.
- Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
- Self defense principles and practices.
- Safe work methods and safety regulations pertaining to the work including officer safety standards and safe driving principles and practices.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications.
- Automated law enforcement information systems and procedures.
- Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
- Law enforcement record keeping and records management principles, procedures, techniques, and equipment.
- Research and report writing techniques.
- Methods and techniques used in customer service and public relations.
- Principles of business letter writing and basic report preparation.
- English usage, spelling, grammar, and punctuation.
- Geographic features and locations within the area served.
- Standard broadcasting procedures of a police radio system.

Ability to:

- Perform a variety of non-sworn law enforcement activities; exercise independent judgment and work with a minimum of supervision.
- Learn methods and techniques related to basic police functions including those used in responding to assigned calls for service, writing reports, crime scene investigation, evidence collection and storage, vehicle abatement, prisoner booking and transportation, sex/arson/narcotic registrations, and related functions and programs.
- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply pertinent federal, state, and local codes, laws, and regulations including vehicle codes, penal codes, and municipal codes.
- Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and guidelines.
- Prepare clear, concise, factual, and thorough reports and statements.

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- Prepare, maintain, file, and index a variety of reports, records, and other written materials.
- Direct and control traffic during special events or other emergency situations.
- Operate and use modern office equipment including a computer and various software packages.
- Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data.
- Operate assigned vehicle in a safe manner.
- Use and operate assigned tools and equipment including portable radio, camera, and evidence/fingerprint kit.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
- Analyze situations and adopt a course of action.
- Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
- Remain calm under emergency situations.
- Deal tactfully and courteously with the public and law enforcement personnel.
- Respond to requests and inquiries from the general public.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Organize and prioritize work assignments.
- Understand and follow oral and written instructions.
- Type and enter data accurately at a speed necessary for successful job performance.
- Work varied hours including evenings, weekends, and holidays.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Graduation from high school or equivalent. Additional specialized training in law enforcement, criminal justice, or a related field is desirable.

Experience:

Two years of increasingly responsible clerical, code enforcement, or related experience that includes a high level of public contact. Prior law enforcement experience is desirable.

License or Certificate:

Possession of an appropriate, valid California driver's license and a satisfactory driving record are a condition of hire. A satisfactory driving record is one absent of misdemeanor convictions or multiple infraction convictions. Loss of a driver's license and/or an unsatisfactory driving record may result in employee discipline, up to and including termination.

Criminal Record:

Community Services Officers shall not have been convicted of any felony. A misdemeanor conviction may result in applicant disqualification and employee disciplinary action, up to and including termination. A complete background investigation will be conducted prior to hire.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in an office and field setting; travel from site to site; exposure to inclement weather conditions; some exposure to fumes, airborne particles, and toxic or caustic chemicals; some exposure to moving mechanical parts; extensive public contact; the noise level in the work environment is usually moderate but may be very loud due to sirens, etc; may be required to work evenings, weekends and split shifts.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field setting; to walk, stand, or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; occasionally climb and balance; regularly push, pull, lift, and/or carry light to moderate weights; frequently lift and/or move moderate to heavy weights; occasionally lift and/or move heavy weights; operate law enforcement and general office equipment requiring repetitive hand movement and fine coordination; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Revised: August 2001; July 2014

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.