

Position: Community Service Officer – Forensics	OCPEA
Department/Site: Police	FLSA: Non-Exempt
Evaluated by: Police Captain	See Police Salary Schedule

**Summary**

Performs law enforcement-related community services work that does not require the enforcement authority of a sworn police officer. Intakes information on crimes or incidents that are of a non-emergency nature. Provides customer information on laws and basic mediation and counseling or referral to families, the homeless, disabled and the elderly.

**Distinguishing Career Features**

The Community Service Officer requires the ability to provide non-emergency services to persons in need of law enforcement opinion, advocacy, or an independent third party. The position combines knowledge of law enforcement and social services referral. Advancement to Community Service Officer requires the ability to work with citizens in a facilitating manner provide support to sworn police officers.

**Essential Duties and Responsibilities**

- Intakes, completes, and ensures proper distribution of non-emergency crime and informational reports from citizens by telephone and in person at the police department.
- Pre-screens calls for police officers and from non-emergency dispatch. Answers questions from the community regarding police matters and gives explanations of procedures, laws and ordinances.
- Receives and clears out calls assigned to the desk in the computer aided dispatch (CAD) system. Compiles, organizes and enters information into standard computerized formats.
- Documents facts and forwards to other staff as appropriate. Prepares routine reports on incidents such as dog bites and lost and found property.
- Mediates conflicts such as family, landlord/tenant, and neighbor disputes. Investigates nature of dispute, identifying and recommending solutions to minor situations, or referring parties to Police, Health, or Social Services.
- Assists law enforcement professionals and court staff with data entry of information onto law enforcement databases, and routing of documents to other agencies.
- Forensically analyze electronic media for evidence. Prepares reports on findings for detectives and testifies in court as needed.
- Performs various services to public, other agencies, and police officers, such as delivering messages, materials, and assisting in report completion.
- Assists with fleet maintenance by arranging for servicing and repair, and delivering vehicles.
- May talk to groups of people on law enforcement and community services matters.

- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires a working knowledge of criminal justice procedures and laws, ordinances, and codes related to information and referral. Requires a working knowledge of departmental rules, regulations and operating procedures. Requires a basic knowledge of other City functions, referral sources, and general crime prevention methods. Requires knowledge of and skill at accessing, researching, and entering information onto law enforcement computerized databases. Requires knowledge of computer forensics to analyze electronic media for evidence. Requires sufficient math skills to compute basic statistics and measurements. Requires sufficient English language skill to prepare police reports and other documents in a clear and concise manner. Requires sufficient human relations skill to explain laws and other technical information to customers and to exercise patience with others who may be argumentative or hostile.

### **▪ Abilities**

Requires the ability to carry out the essential functions of the position. Requires the ability to learn, apply and interpret laws and law enforcement information. Requires the ability to rapidly assess critical situations involving the public. Requires the ability to remain calm in emergencies or threatening situations. Requires the ability to diffuse difficult situations. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively, patiently, and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

### **▪ Physical Abilities**

Incumbent must be able to function indoors at a customer service desk or outdoors in a neighborhood environment engaged in work primarily of a sedentary to moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group. Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate microcomputers and other office equipment. Requires ambulatory ability to sit, walk, to move about office environs, and to lift and carry light to medium weight materials on an intermittent basis.

### **▪ Education and Experience**

The position typically requires a high school diploma and two years police department experience such as dispatch, reserves, and records. Alternatively, the position may require a social service or social work background.

### **▪ Licenses and Certificates**

Require a valid driver's license. Requires certification to access law enforcement databases within a reasonable time.

### **▪ Working Conditions**

Work is performed indoors and outdoors where some safety considerations exist from emotional, argumentative, or hostile customers.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*