

CITY OF LINCOLN

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 immediate supervision, to perform a wide variety of civilian field and office law enforcement work, respond to medical and fire emergencies, in direct support of sworn and volunteer personnel.

DISTINGUISHING CHARACTERISTICS:

Performs the more routine tasks and duties assigned to positions within the Police Department. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. They receive immediate supervision from higher level supervisory and/or management staff.

SUPERVISION RECEIVED/EXERCISED:

Receives immediate supervision from a Police Sergeant. Incumbents of this class do not typically exercise supervision.

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

- Provides technical assistance to sworn officers; write criminal, non-criminal and non-hazardous reports not requiring the presence of a sworn officer; deliver non-hazardous subpoenas.
- Advises persons of parking regulations and procedures; issues parking and equipment violations, enforce vehicle, sign and litter abatement ordinances; issue citations; report street and sign repairs; report traffic accidents and other occurrences to appropriate police staff.
- Transports and processes property and evidence; deliver mail to courts, the District Attorney, and City Hall.
- Maintains a variety of accurate records related to citations and vehicle impounds; prepares related daily and monthly reports; prepares and types abandoned vehicle letters; prepares necessary reports and documentation required for nuisance abatement actions.
- Conducts routine statistical analysis related to criminal activities; answers questions and provides information to the public; assists the public by providing direction; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Assists at the department public counter; processes reports; assists in a variety of department programs by providing clerical services, answering questions, and preparing correspondence.

- Maintains and updates file, video and slide presentation inventory; provides drug abuse information to the public and other agencies; prepares public service announcements and other duties as assigned.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management, staff and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Works indoors and outdoors, patrols the City in assigned vehicle; exposed to dust, constant noise, constant vibration, moving objects and other vehicles while in the field; may work unusual and prolonged work schedules as necessary; may be exposed to varying climates and temperature conditions while in the field. Works in the office assigned to various duties at the public counter, assisting with other office assignments as provided for my supervisor and/or other management personnel.

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.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

Experience:

Two (2) years of general clerical experience involving public contact.

Training:

Equivalent to the completion of the twelfth grade, supplemented by additional course work in criminology or a related field. P.O.S.T. 832 P.C. or equivalent preferred.

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

Knowledge of:

General law enforcement procedures, operations and policies; English usage, spelling, grammar and punctuation; modern office procedures, methods and computer equipment; principles and procedures of record keeping. General knowledge of first aid & CPR.

Ability to:

Learn, interpret and apply City policies, procedures, rules and regulations. Obtain P.O.S.T. 832 P.C. within 12 months of appointment. Deal with the public firmly, courteously and tactfully. Type at a minimum of 35 words per minute, maintain accurate and complete records and written reports; understand and carry out oral and written instructions; communicate effectively, both orally and in writing. Establish and maintain cooperative working relationships with those contacted in the course of work.

Skill to:

Operate an office computer and a variety of word processing and software applications.

On a Continuous Basis: Know and understand all aspects of the job and department operations; prepare and review technical information and reports; interpret and evaluate reports; know and remember rules, laws, regulations, codes and operational procedures; problem solve complaints or operational issues; develop, explain and interpret department policies and procedures as directed by supervisor and/or management.

Intermittently: Twist to reach equipment surrounding desk; stand, walk, talk, see and hear with sufficient acuity to successfully perform all aspects of the job; push, pull and perform simple grasping and fine hand manipulation; use telephone and write or use a keyboard to communicate through written means; use a personal computer to prepare staff reports, data and statistics.