



City of Woodland

COMMUNITY SERVICES OFFICER

DEFINITION

To perform a variety of routine, non-hazardous and non-sworn law enforcement office and field work.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by a Police Sergeant, Police Records Manager, Lieutenant or his/her designee. Technical or functional supervision may be provided by higher level police personnel. Assignments may include indirect supervision of other non-sworn personnel.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class, not an all-inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS

Investigate routine crimes and prepare appropriate reports. Assist with abandoned vehicle abatement. Assist in special traffic control. Respond to non-criminal calls for service. Operate telephone and radio equipment. Assist in crime scene identification activities. Assist in collection, preservation and transportation of evidence. Maintain accurate chain of custody records. Inventory and release of evidence and property. Prepare property for auction. Purge of files. Perform Parking Enforcement function. Report damaged or inoperative traffic signals, signs and markings. Advise the general public on parking laws, regulations and ordinances. Receive complaints regarding parking citations. Mark vehicles reported as abandoned and conduct follow-up, including towing and storing of vehicle. Keep records and prepare reports. Enforce non-moving vehicle code violations and city ordinances pertaining to vehicles. Perform general clerical duties using typewriter and word processing. Receive calls and take messages. Prepare monthly statistical reports. Retrieve and input data into computer terminal. Prepare correspondence to victims of crime. Provide clerical assistance to detectives. Process reports assigned to detectives. Process court ordered registrants. Collect pertinent data from police reports and input data into computer. Make presentation in small and large group settings. Assist in producing monthly, quarterly and yearly crime statistics reports. Assist in analyzing statistical data to develop crime patterns. Publish understandable crime information for law enforcement staff. Coordinate facility maintenance activities and repairs. Develop and maintain facility tracking systems. Issue required equipment to both sworn and non-sworn personnel. Order new and replacement equipment as needed. Regular and consistent attendance.

OTHER JOB FUNCTIONS

Administer first aid in emergencies. Work off-duty hours as assigned. Assist in training of less experienced personnel. Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Correct English usage, spelling, punctuation and grammar. Record keeping principles and procedures. Modern office methods, procedures, and equipment. Research techniques and procedures.

Skill to:

Apply operating policies, procedures and methods of Police Department. Operate telephone, computer, and teletype equipment. Understand and carry out both oral and written directions. Apply first-aid, CPR and lifesaving procedures. Complete routine statistical reports.

Ability to:

Prepare accurate written reports and correspondence. Understand and carry out both oral and written directions. Respond quickly and effectively in difficult situations. Learn and use police radio. Operate a motor vehicle. Ability to learn and perform basic evidence collection and processing. Work with minimum supervision. Establish and maintain cooperative work relationships with those contacted in the performance of required duties. Remain calm in stressful situations. Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Minimum Education and Experience

Education:

High School diploma or equivalent. Additional college course work or vocational training is highly desirable.

Experience:

Two years of general administrative office work experience or one year of administrative office work in a law enforcement agency. Prefer experience with substantial public interaction.

License or Certificate

Required upon hire, possession of a valid California driver's license.

Council Action: June 20, 2006