

CITY OF COVINA

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 general supervision, performs specialized para-professional office and field work, including preparation of non-emergency reports involving burglaries, thefts, non-injury accidents, robberies and other crimes; interviews witnesses and victims; oversees the operation of the City's Alarm Ordinance; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Community Services Officer** is the journey level class responsible for performing a wide variety of para-professional law enforcement duties, which frees the time available to sworn personnel. Incumbents are responsible for assisting citizens by answering non-emergency calls for service, and the nature of the duties require rotating shift, weekend and holiday work. This classification is distinguished from the next higher classification of Community Services Specialist in that the latter performs more complex and technical public affairs and law enforcement duties.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from a Police Sergeant. Incumbents in this classification do not routinely exercise supervision.

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

- Prepares non-emergency reports involving burglaries, thefts, non-injury accidents, robberies, and other crimes; interviews witnesses and victims; collects and preserves evidence and property; photographs crime scenes; collects latent fingerprints; registers drug/sex offenders; responds to radio and phone dispatches of non-emergency calls.
- Oversees the City's Alarm Ordinance; serves as liaison between alarm industry and the public; ensures that alarm companies are registered with the Department and that alarm systems are installed in compliance with City codes; enforces the ordinance by collecting and processing annual permits, assessing false alarm fines, and providing alarm account information to dispatchers; recommends discontinuance of police response to locations with chronic false alarms.
- Investigates incidents and prepares reports, including non-injury traffic accidents; directs traffic as required; enforces parking regulations; tows vehicles; signs off on mechanical citations; ensures adherence to safe work methods, procedures and practices.
- Responds to questions and concerns from the general public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints.

- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily work activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, documents and equipment weighing up to 25 pounds also is required. Incumbents may work outdoors in all weather conditions, including wet, hot and cold. The nature of the work also requires the incumbent to drive motorized vehicles, operate a variety of law enforcement equipment, work in heavy vehicle traffic conditions and often work with constant interruptions.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

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 and be 18 years of age by the time of appointment. College level course work in criminal justice or a related field is desirable.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California drivers license.

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

Knowledge of:

Modern office administrative practices and procedures; City alarm ordinance; interviewing victims and witnesses; fingerprinting techniques and procedures; location of major streets, public places and landmarks in the City of Covina; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

COMMUNITY SERVICES OFFICER

Page 3

Perform a variety of complex work with speed and accuracy; direct traffic; remain calm under stressful situations; learn to operate specialized law enforcement equipment and communication systems; obtain and report information through interview and observation; work flexible hours, including evenings, weekends and rotating shifts; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement equipment and communication systems.