

SENIOR COMMUNITY SERVICES OFFICER

DEFINITION

To perform non-sworn administrative and field support duties requiring expertise in and specialized knowledge of a variety of law enforcement programs and services; to assist with confidential and sensitive projects.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Community Services Officer series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

May exercise technical supervision over lower level non-sworn staff as appropriate.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, coordinate, and implement a variety of law enforcement programs and service related to areas of technical assignment.

Enforce Police Department policies related to area of assignment and provide related administrative and field support to sworn staff.

Prepare written updates to policies and procedures related to assigned programs; provide training to sworn and non-sworn staff as appropriate related to administrative, operational, and procedural practices.

Develop and present to the general public, neighborhood groups, and the schools, information about various law enforcement programs and services.

Perform administrative and field duties related to areas of assignment including interviewing victims/complainants and preparing and submitting related reports.

Respond to requests for documentation related to assigned areas of responsibility; explain and interpret related policies and procedures to Police Department staff, other City departments, other law enforcement agencies, and the general public.

Assist higher level administrative staff in performing and conducting studies and special projects; perform data collection and analysis; prepare draft reports and technical documents.

Ensure areas of assigned responsibilities comply with related laws, codes, ordinances, and legislation and notify higher level staff of problems or irregularities.

Establish and maintain a variety of filing and reporting systems as necessary; develop record keeping procedures; provide information to relevant parties according to Police Department policies and procedures and applicable law.

Compile and develop information for special studies/projects and reports from a variety of resources; assist with various special projects, including coordination, research and development of system of information and reporting systems.

Perform the most difficult and/or sensitive duties in response to questions or concerns about law enforcement activities and programs in person, via telephone, electronic mail, or regular mail.

Provide testimony in court, at hearings, or through deposition.

May assist in taking non-emergency telephone calls as required.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Pertinent local, State, and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

Standard law enforcement information and communications systems.

Modern office systems and equipment including word processing, database and spreadsheet applications.

English usage, spelling, punctuation and grammar; and arithmetic and basic mathematical calculations, statistical methods and use.

Law enforcement writing techniques and practices.

Ability to:

Perform the most complex and difficult non-sworn law enforcement administrative and field duties related to areas of assignment.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and documents; identify vehicles; interpret and apply operational procedures and the law to field situations; observe while in the field; problem solve administrative and field situations; interpret and explain the law and department procedures to the public; and maintain awareness of safety at all times.

On an intermittent basis, sit at desk or in police vehicle; walk, stand, bend, squat and kneel while performing field and office activities; perform simple and power grasping, pushing, pulling, and fine manipulation; use a telephone and write or use a keyboard to communicate; and lift or carry weight of 35 pounds or less.

Develop and implement various data collection and reporting systems related to assigned responsibilities.

Understand, interpret, and explain complex policies, procedures, and regulations.

Obtain information through interview; handle multiple project assignments; and deal firmly and courteously with the public.

Provide accurate information in hearings, court proceeding, and through depositions.

Use modern office equipment and computer information systems, including specific law enforcement systems.

Maintain a high level of confidentiality regarding sensitive information; exercise sound judgment in applying laws, regulations, policies, and procedures.

Work assigned shifts, including evenings, weekends, and holidays; be available for call-back and/or on-call as assigned or required.

Work in a variety of field conditions, including unusual and prolonged work schedules during emergencies, seasonally-caused circumstances in varying weather and temperature conditions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible journey level experience performing duties similar to a Community Services Officer II with the City of Marysville.

Training:

Equivalent to completion of the twelfth grade supplemented by training or course work in criminal justice, office technology or a related field.

License and Certificate

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

Possession of valid CPR and First Aid certificates.

Possession of a POST PC 832 certificate issued by the California Commission on Police Officer Standards and Training.

Possession of a Community Service Officer Certificate issued by the California Commission on Police Officer Standards and Training (POST) is desirable.