

**City of Grass Valley
JOB DESCRIPTION**



**Community Service Officer I / Community Service Officer II
(Flexibly Staffed)**

Department: Police/Fire

FLSA Status: Non-Exempt

Reports To: Department Supervisor/Manager

Unit: 2, Full-time Position

SUMMARY OF JOB PURPOSE

Under direction and supervision a Community Service Officer (CSO) is assigned to any division of the Grass Valley Police Department and performs a number of non-hazardous tasks and assignments, including: organizing and implementing projects and events; preparing and compiling a variety of analytical work; responding to calls for service in the field; proactively patrolling areas of the City; and performing a variety of professional and technical level tasks relative to assigned areas of responsibility.

Community Services Officer I is the entry level class in the Community Services Officer series. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Community Services Officer II is the journey level class in the Community Services Officer series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level based on the performance of the full scope of work, meeting performance standards, and meeting the requirements of the II level.

The Community Service Officer (CSO) I/II class is distinguished from Police Officer I/II class in that the CSO is a non-sworn classification, which assists sworn personnel by performing non-hazardous law enforcement and other public safety duties.

SUPERVISION RECEIVED AND EXERCISED

The CSO I/II class position receives immediate supervision from an on-duty Sergeant or Police Officer.

The CSO I/II class position receives general supervision from division managers who may assign larger projects, tasks, or program oversight. The CSO II class may have limited supervision of, and/or provide direction to, the CSO I class.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Community Service Officer, Typical Duties:

Depending upon assignment, duties may include, but are not limited to the following:

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1. Patrol assigned areas enforcing parking, vehicle abatement, code violations, and related laws and regulations.
2. Provide support to patrol, animal control, narcotics, detectives, investigations, and other divisions within the police department.
3. Provide support to fire prevention and investigations and/or fire related code enforcement efforts.
4. Assist police officers in routine investigations.
5. Respond to and investigate non-injury traffic collisions.
6. Prepare non-emergency theft, stolen car, missing person, vandalism and quality of life reports.
7. Process, collect and document property crime scenes for latent finger prints.
8. Collect, receive, process, index and safeguard property/evidence; maintain evidence chain-of-custody records.
9. Perform traffic control, non-violent crowd control, and administer first aid as necessary.
10. Respond to and process found property calls.
11. Transport victims, witnesses, and equipment.
12. Refer violations and complaints by citizens to proper authorities and departments.
13. Perform as scribe at crime scenes and command posts.
14. Act as a liaison to schools regarding Police Department/school activities.
15. Testify in court or at hearings regarding case records and investigative activities.
16. Perform parking enforcement and vehicle abatement duties including: issue citations; collection and documentation of cash/coin/transaction data; maintain a variety of records related to citations and vehicle impoundments; sign-off on citations related to equipment violations.
17. Perform code enforcement activities, including, but not limited to abatement of nuisances or other code enforcement of municipal codes across City departments.
18. Enforce vehicle, sign and litter abatement ordinances; drive, deploy and pick up speed monitoring equipment; observe and report needed street sign repairs/corrections.
19. Direct traffic at accident scenes and other events that may require traffic direction.
20. Participate and/or work special events within or related to the City.
21. Carry less lethal personal protection such as oleoresin capsicum "OC" and/or other weapons as assigned by the police department and authorized by law.
22. Locate, investigate, and interview victims, witnesses and non-custodial suspects.
23. Record, analyze, and evaluate statements made by victims, witnesses, and non-custodial suspects.
24. Provide break or absence relief for other job classes within the police and fire departments or other departments as assigned.
25. Performs a variety of responsible customer service duties in support of an assigned function including, but not limited to, licensing, office support, records maintenance, and cashiering.

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26. Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.
27. Perform other related duties as assigned; not all duties listed are necessarily performed by each individual holding this classification.

Community Services Officer II, Additional Duties:

Depending upon assignment, duties may include, but are not limited to the following:

1. Provide comprehensive forensic crime scene response, including but not limited to, evidence collection, photo-video-3D crime scene documentation, and scene processing.
2. Patrol assigned areas enforcing animal control, parking, vehicle abatement, code violations, and related laws and regulations.
3. Capture and impound unlicensed, stray, and uncontrolled domestic and wild animals (including use of chemical immobilization); safely secure and transport to shelter.
4. Investigate complaints concerning animals creating nuisances and take appropriate action; investigate reports of animal abuse; issue warnings and citations for violations.
5. Respond to calls regarding animal bites; quarantine animals for rabies observation; petition court to deem dogs potentially dangerous and vicious.
6. Plan, participate, and/or work special events within or related to the City.
7. Assist in conducting surveys and studies by compiling, tabulating, analyzing and reporting data.
8. Analyze and produce reports related to crime information among other data sources.
9. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications to increase work efficiencies.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

1. Law enforcement and fire prevention issues in the Grass Valley community.
2. Problems, needs, concerns, and attitudes of Grass Valley residents.
3. Basic operations and functions of the Grass Valley Police Department.
4. English usage, grammar, vocabulary, and spelling.
5. General principles and practices commonly used to establish effective Police community relations.
6. Basic principles, procedures, and methods used in the performance of customer service and basic office duties.
7. Modern office procedures, methods, and equipment including computer equipment and software including word processing and use of Excel, Outlook, internet and mobile devices.
8. Basic mathematical principles.
9. Methods and techniques of proper phone etiquette.

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10. Principles and procedures of record keeping and filing.
11. Business letter writing and basic report preparation.
12. Pertinent federal, state, and local laws, codes, and regulations.

Skills in:

1. Reviewing, understanding, and implementing provisions of applicable codes, ordinances and regulations enforceable by the City;
2. Applying laws, regulations, codes and departmental policies;
3. Recognizing, prioritizing and accomplishing needed tasks;
4. Researching, preparing and writing clear and concise technical reports.

Ability to:

1. Acquire, through training, knowledge of contemporary and approved principles, practices, and procedures of public safety work, state laws, City ordinances, and first-aid.
2. Acquire, through training, knowledge of the geography and demographics of the City and common problems.
3. Write clearly, accurately, concisely, and legibly, using correct English grammar, punctuation, and spelling.
4. Perform a variety of customer service tasks in support of assigned function.
5. Understand and carry out oral and written instructions.
6. Prepare clear, accurate, and concise letters, reports, and other correspondence.
7. Observe, assimilate, remember, and record pertinent facts and details.
8. Read maps and mapped information.
9. Apply selected knowledge (i.e., laws, statutes, court decisions, department policies, criminal investigation theories, etc.) in collecting, organizing, and analyzing a variety of information to decide on an appropriate and reasonable course of action.
10. Analyze problems and rationally take effective action in emergency and stressful situations.
11. Establish and maintain cooperative working relationships with co-workers, other City employees, community and neighborhood organizations, and the public.
12. Maintain the confidentiality of records.
13. Deal courteously with the public.
14. Operate a public safety radio, mobile data computer, office computers and mobile devices.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Develop skill in the use of a less lethal personal protection such as the use of oleoresin capsicum "OC" or other assigned equipment.
17. Safely operate a City vehicle.
18. Understand and apply applicable federal, state, and local laws, codes, and regulations.
19. Work independently and as part of a team.

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Community Service Officer (CSO) II, Additional Knowledge, Skills and Abilities:

1. Knowledge of more complex principles, procedures, and methods used in the performance of customer service and job duties.
2. Knowledge of more complex mathematical principles and complex use of computer systems, networks, and processes.
3. A broader understanding of department and cross-department divisions and functions.
4. Ability to engage in complex research and data compilation, analysis and reporting.
5. A strong understanding of criminal evidence principles including DNA and other forensic evidence components.
6. Ability to plan and effectively coordinate community and problem oriented policing projects, special events, and present to diverse and large groups.

QUALIFICATIONS

To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS

1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. Must be able to sit at a confined work station for extended periods or work in a vehicle for extended periods while performing essential duties.
3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.
4. Run, walk and stand during field activities; bend, squat, kneel and twist; climb stairs and/or ladders while in the field; perform simple and power grasping, pushing, pulling, and fine manipulation; and regularly carry weight of 35 pounds or less and intermittently carry weight of 75 pounds; walk on uneven ground.
5. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 20 pounds alone, and up to 40 pounds with assistance. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

EDUCATION AND EXPERIENCE

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1. Equivalent to the completion of the twelfth grade. An Associates of Arts degree, or equivalent, from an accredited college or university with major course work in administration of justice, business, or a closely related field is desirable; and
 - A. Community Service Officer I – Prior law enforcement experience or internship is preferred.
 - B. Community Service Officer II – One year of experience as a Community Service Officer I, or prior similar experience in another law enforcement agency.

CERTIFICATES, LICENSES AND REGISTRATIONS

Community Services Officer I

1. Must have an acceptable driving record and possess an appropriate California Driver's License.
2. Possess or obtain a valid PC 832 certificate within 6 six months of hire

Community Services Officer II

1. Must have an acceptable driving record and possess an appropriate California Driver's License.
2. Possess a valid PC 832 certificate at time of appointment.
3. Attend and complete other certification programs/classes as assigned to more effectively accomplish job duties.

GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: _____

Signature: _____

Date: _____

Adopted:

Revised:

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