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## COMMUNITY SERVICES OFFICER

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### **DEFINITION**

Under general supervision, provides assistance to Police Department personnel; performs a variety of specialized clerical and administrative tasks in the development, maintenance, retention and retrieval of Police Department records; maintains property and evidence and prepares case filings and crime statistics.

This position may be either full time or part-time. The part-time position is with statutory benefits only; position may work up to 28 hours per week, 999 hours per fiscal year.

### **SUPERVISION EXERCISED**

Experienced incumbents may assist in training new Community Services Officers and records personnel. In the absence of the Senior CSO or Police Services Supervisor, the incumbents may provide direct or indirect supervision.

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Answer inquiries from the public and staff, both in person and over the phone.

Process a variety of police records, reports and materials including arrest reports, warrants, citations, crime and traffic reports, fingerprint cards, mug shots and vehicle storage/impound forms; proofread documents ensuring all pertinent information is accurately included.

Release requested reports and related information to the public and outside agencies ensuring compliance with established regulations, policies and law.

Prepare and deliver court filings, bonds, citations and other court related materials; prepare discovery for District Attorney, public defenders and other attorneys.

Coordinate implementation of Records Retention Policy.

Provide audio records in response to subpoenas and for investigations and court related issues.

Perform basic office support work such as filing and typing, data entry, modification and retrieval, answering phones and maintaining records.

Prepare statistical reports for Department of Justice and Police Department.

Collect and preserve evidence ensuring compliance with established procedures; inventory, tag and dispose of evidence and found property; release evidence to court or other parties; may transport evidence to crime laboratory for analysis.

Accept/distribute and maintain log of subpoenas and bail payments, prepare receipts and other forms.

Interview candidates for the Inmate Worker Program; schedule, monitor and provide documentation when inmate has completed the program.

Maintain daily record of on-going cases and notify sworn personnel of case status.

Provide relief support for other personnel, including jailer, dispatch as a call taker, and services supervisor.

Perform related duties as assigned.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard office procedures, methods and computer equipment.

Techniques used in dealing with the public and customer service.

Police Department rules, regulations, procedures and policies.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Respond to questions from the public and staff.

Communicate clearly both orally and in writing.

Work evenings, weekends and holidays.

Perform duties of an emergency worker in the event of a natural or other disaster.



## **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

High School graduation and two (2) years general office and public contact experience. College level courses in criminal justice or related field and Bi-lingual skills highly desirable. Must satisfactorily pass a background investigation.

## **LICENSE OR CERTIFICATE**

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.

## **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

