

City of Bruno

**CLASS SPECIFICATION**

**CLASS TITLE:**

COMMUNITY SERVICES OFFICER

**DEFINITION:**

To perform a wide range of field and office duties to support and accomplish the goals and objectives of the Police Department, and perform related work as required.

**DISTINGUISHING CHARACTERISTICS:**

This is a single level class where employees within this class perform the full range of field and office support duties for the Police Department. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from an assigned supervisor or manager.

**EXAMPLES OF DUTIES:**

*Duties may include, but are not limited to, the following:*

- Enforce traffic and parking ordinances; write parking tickets; impound vehicles; investigate non-injury and minor injury traffic accidents; interview witnesses and take statements; prepare accident reports and diagrams; perform traffic control; respond to and investigate traffic complaints.
- Conduct follow up investigations of crimes; interview victims and witnesses; develop leads; search crime scenes, preserve and collect evidence.
- Prepare cases for trial and testifies in court proceedings. Compile information regarding crimes, prepare cases for filing of charges and related activities.
- Undertake community-oriented police work and assist citizens with matters such as locked or stalled vehicles, crime prevention, traffic safety, traffic direction.
- Provide a variety of police related information to public and governmental agencies.
- Coordinate activities with other officers or other City departments as needed; exchange information with officers in other law enforcement agencies; obtain advice from the City Attorney and District Attorney regarding cases, policies and procedures, as needed and assigned.
- Perform support duties for sworn personnel involving such activities as processing and serving subpoenas, taking non suspect reports and related tasks.

- Prepare and maintain a wide variety of reports and records.
- Accurately enter data into department computer systems; operate CLETS (California Law Enforcement Telecommunications System) terminals for access and inquiry to state and national law enforcement systems.
- Secure and maintain evidence and associated monitoring and record keeping.
- Receive telephone calls, determine nature and urgency of calls, and coordinate appropriate response.
- Compose a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.
- Schedule appointments, attends meetings, and occasionally perform relief clerical duties.
- Assist in maintenance of Police vehicles, keep maintenance records on Police vehicles.
- Manage data from the Police Department's body-worn and in-car camera programs, as well as other digital video. Responsible for maintaining the reliability and functionality of these programs and ensuring compliance with retention and confidentiality laws.
- Responsible for responding to time-sensitive video related public records requests and requests from the District Attorney's Office, as well as manage, review, redact, and duplicate a large amount of video footage and other digital evidence from numerous other sources.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Respect and is sensitive towards the cultural and ethnic diversity of the community.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- 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.

### **QUALIFICATIONS:**

#### Knowledge of:

- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Learn the applicable laws, ordinances, and department rules and regulations; communicate effectively both orally and in writing; establish and maintain effective working relationships with subordinates, peers and supervisors; follow verbal and written instructions; learn the City's geography.
- Use personal computer, including word processing and specialized software, police radio, phone, typewriter, calculator, fax and copy machine, motor vehicle, pager and first aid equipment.
- Frequently sit, talk, walk and hear; occasionally stand, use hands and fingers, handle or operate objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; taste and smell; occasionally lift and/or move more than 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of the equivalent to an associate's degree from an accredited college or university with major coursework in law enforcement, criminal justice, general education or another field of study applicable to the responsibilities and requirements of this job class.

Prior experience in a municipal police department or related field preferred.

Special Requirements:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Successfully pass an extensive non-sworn public safety background investigation that may include, but is not limited to, review of personal history statement, background interviews, reference checks, and fingerprinting.

Working Conditions:

While performing the duties of this job, the employee frequently works in outside weather conditions. The noise level in the work environment is usually quiet in the office to moderately noisy in the field.

Category:	Journey
FLSA Classification:	Non-Exempt
Effective Date:	December 8, 2021
Revised:	N/A