



SENIOR COMMUNITY SERVICE OFFICER

Salary Range: G/145

DEFINITION

To provide skilled support and assistance to police officers and sworn administrative and supervisory staff in law enforcement and crime prevention work in a non-sworn, non-safety capacity. To provide assistance and information to Department staff and the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from sworn administrative and supervisory staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

- Perform a variety of routine crime prevention, public contact and law enforcement related work not requiring peace officer status, such as: non-injury traffic accident reports, crime reports with no suspect information, and traffic control functions.
- Prepare reports of crimes and incidents; interview victims of crimes.
- Furnish general police information to the public; participate in crime prevention education activities; conduct security inspections for the public.
- Perform parking control enforcement.
- Assist in booking and fingerprinting of prisoners.
- Monitor emergency services radios and disburse information to appropriate personnel or agencies.
- Direct traffic at fires, special events, and other emergency or congested situations.
- Process a variety of reports, permits, forms and files.
- Assist department personnel and the public in person and by phone by retrieving information and files, mailing out requested reports to outside agencies in accordance with established state and local regulations, and providing general information regarding departmental policies, procedures and regulations.

- Assist in investigations by searching records and requesting information from other law enforcement agencies; assist other law enforcement agencies as requested.
- Process and prepare a variety of permits, forms, dispositions and files, including concealed weapon permits, registrant files, criminal history files, extradition forms and pawn slips.
- Compile statistical data and prepare reports required by state and department mandates.
- Operate standard office equipment, including a teletype and word processing machines to enter, modify and retrieve data such as records pertaining to stolen and recovered property, driver license and vehicle registration information, and warrants for wanted persons.
- Assist in registering and maintaining records on sex/arson/narcotic offenders.
- Assist in public counter and Police Records operations as needed.
- Enter into computer all reports, citations, Field Interviews, stored vehicles not completed by officers.
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Laws relating to crime, traffic and parking, as described under the California Penal Code, Vehicle Code and the Town's Municipal Code.
- Police procedures in criminal and traffic investigation, crime scene protection, and traffic control.
- Geography of Mammoth Lakes.
- Correct English usage, spelling, grammar and punctuation.
- Principles and techniques of community relations and customer service.
- General knowledge of crime prevention and practices.
- General knowledge of the criminal justice system and police science.
- Police procedures and terminology.
- Modern office practices, procedures, methods and equipment.

Ability to:

- Think and act quickly in emergencies, and judge situations and people accurately.
- Understand, interpret and apply criminal, traffic and parking laws and Town regulations.
- Obtain information through interview and observation.
- Prepare accurate criminal, traffic, incident and miscellaneous reports, and conduct follow-up investigations.
- Operate police radio system.
- Deal well with the public under all circumstances; establish and maintain effective working relationships with those contacted in the course of work.
- Analyze situations and adopt effective courses of action.
- Operate and use modern office equipment, including computer equipment.
- Use research material to obtain information.
- Communicate clearly and concisely, both orally and in writing.
- Work various shifts, as assigned.
- Perform duties in a variety of weather conditions.
- Perform duties with a significant degree of independence within established guidelines.

Experience and Training:

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

Education:

Equivalent to completion of the twelfth grade, supplemented by specialized courses in police science, criminal justice or related field.

Experience:

Two years of experience as a Community Service Officer in a public safety setting.

Licenses:

Must have (or receive within state required time frame) a valid State of California Class C Driver's License with an acceptable driving record and pass an appropriate background check prior to the hire date.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and specialized software, telephone, copy machine, fax machine, police car, police radio, pepper spray, pager, and first aid equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Vision adequate to operate vehicles and office equipment, read instructions and follow directions; hearing adequate to converse on the telephone and in person; body mobility adequate to drive and perform required office duties including reaching and bending for files and related office items; use of hands and fingers adequate for operating vehicles, writing, typing, computer, copier, and fax machine and related functions; ability to lift office files, binders and small office equipment, as needed. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job the employee is frequently required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment, taste or smell, and talk and hear. The employee is occasionally required to lift and/or move more than 50 pounds. The employee may be required to stoop, crawl, crouch, balance or climb short distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in outside weather conditions, which may include extreme cold, windy and other wintery conditions.

The noise level in the work environment is usually quiet in the office and moderately noisy in the field. Position is required to drive in various conditions.

GENERAL

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The Town reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.