

CITY OF BRISBANE

COMMUNITY SERVICE OFFICER

Definition

Under general supervision, performs a wide variety of non-hazardous law enforcement tasks in the field and office, which does not require peace officer training, experience, and authority; supplements administrative staff in police operations, including delivery and pickup of documents at the court; maintaining and managing evidence/property room; transporting vehicles to the repair facilities for maintenance; parking and abandoned vehicle enforcement, and other related duties, as required.

Class Characteristics

This is a journey-level, non-sworn support position that provides considerable administrative support to police operations staff requiring mature judgment and the ability to work independently.

Examples of Duties (Illustrative Only)

- Prepare and collate documents for filing of complaints and/or issuance of warrants of arrest with the District Attorney at municipal court.
- Maintain and manage the evidence/property room; log, store and handle evidence; maintain records of evidence/property; make evidence available to officers for court proceedings; deliver evidence to the crime lab; and dispose of and/or release evidence/property as required by law.
- Coordinate the maintenance and repair of police department vehicles; liaison with repair vendors; transport vehicles to repair facilities.
- Perform routine and limited parking enforcement, including enforcement of parking regulations; identify, mark and tow abandoned vehicles; and issue parking citations.
- Provide public fingerprinting services.
- Assist in the maintenance and inventory of department equipment and supplies.
- Provide traffic control for various events and emergencies.
- Prepare a variety of correspondence and other materials requiring independent judgment as to content, accuracy and completeness.
- Answers questions and gives information to the public concerning laws, regulations, and information of a general nature.

Qualifications

Knowledge of:

- Law enforcement theory, principles and practices and their application to a wide variety of services and programs.
- Technical and administrative methods of law enforcement, including handling and maintaining evidence and property.
- Principles and techniques of parking enforcement and traffic control.
- Methods and techniques of obtaining fingerprints.

- Principles of business letter writing and basic report preparation pertinent to Federal, State and local laws, codes and regulations.
- Modern office procedures, methods and computer equipment.
- Department operating policies and procedures and techniques.
- Techniques to deal effectively with the public and those contacted during the course of work.

Skill in:

- Processing documents with the District Attorney at the municipal court.
- Processing and maintaining evidence and property.
- Driving vehicles in a safe manner.
- Identifying abandoned vehicles for the purposes of abatement.
- Directing and controlling traffic in a safe manner.
- Learning standard broadcasting procedures of a police radio system.
- Communicating effectively, both orally and in writing; speaking clearly and understandably in English.
- Analyzing relevant data and disseminating information.
- Preparing clear and concise correspondence and reports and accurately completing forms.
- Responding effectively to requests and inquires from the public.
- Maintaining effective relationships with the public and those contacted during the course of work.

Education and Experience:

Education: Equivalent to the completion of the twelfth grade. Current enrollment in college-level courses related to law enforcement is desirable.

Experience: One year of police support experience or general office experience that includes public contact is desirable.

License: Possession of a valid Class "C" California Driver's License with a satisfactory driving record. License must be maintained as a condition of employment.

Special Requirements: Must be able to pass the required background investigation, polygraph and fingerprint for submission to the California Department of Justice and the FBI.

Working Conditions: Exposure to cold, heat, outdoors, mechanical hazards and confining spaces, chemicals, dust, toxic waste and explosive materials; ability to travel to different sites and locations; availability for shift work.

Physical Demands: Physical condition necessary for moderate or light lifting; walking, sitting or standing for prolonged periods of time; operating motorized vehicles; lift and carry 25 pounds.

Community Service Officer
Page Three

Approved Date: December 10, 1999
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Revised Date:
Resolution:

Bargaining Unit: General Employees Association
Resolution: 2001-100

Former Titles:

Abolished: