



JOB DESCRIPTION

Police Community Service Officer

Date Prepared: June 16, 2015

Job Class: 4123

SUMMARY: Under general supervision, performs a variety of administrative duties in a non-sworn capacity in support of Police Department operations, services, and functions including but not limited to the areas of patrol, traffic control, parking enforcement, community policing, records, investigations, works closely with and provides support to sworn police officers to relieve sworn police officers of technical police related duties in the field and office; performs a variety of other duties based on the needs of the department including those related to special assignments.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Prepares basic criminal reports; uses a computer terminal or personal computer to enter and retrieve data.
- Maintains and submits daily officer's log on both paper and electronic media.
- Testifies in court proceedings as required; prepares exhibits for the District Attorney and court as assigned.
- Provides a full range of information to citizens and other interested parties; interprets, applies and explains ordinances, rules, codes, and regulations; enforces codes; assists citizens needing medical attention until paramedics arrive; provides basic first aid.
- Attends and participates in local and regional training and professional group meetings; keeps informed of new trends and innovations.
- Performs related duties as required.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

Investigations:

- Assists Police Officers and Detectives in crime investigation and reporting, or investigates assigned cases including auto theft and embezzled vehicle cases, and related cases, traffic collisions/traffic hazards.
- Receives and files crime reports; assists on investigation cases including interviewing victims, witnesses, and preserves crime scenes appropriately; assists in gathering other information for police officers, and documents as necessary.

Patrol/Community Policing/Traffic Functions:

- Responds to and assists at non-injury, minor injury, and major injury traffic collisions; provides first aid at the scene; provides traffic control at accident scenes and assists in directing other responders/units and emergency medical personnel into the scene; requests tow trucks as necessary; impounds vehicles as necessary; coordinates with appropriate agencies and/or staff to ensure collision debris/hazardous materials are removed from scene.

- Participates in searches including those for missing persons, runaways, and elderly/disabled walk-aways.
- Provides traffic control; identifies and removes or coordinates the removal of traffic hazards assists disabled motorists.
- Provides transportation services including but not limited to; non-suspect adults and children, non-injured collision victims, found individuals, children being assigned to the Children's Center.
- Issues notices, warnings, and citations and impounds vehicles; enforces parking regulations, vehicle code and local municipal codes; writes citations for parking violations including for vehicles stored on roadway.
- Coordinates the removal of vehicles causing safety and traffic hazards off of City streets including abandoned, wrecked, issuing notices and citations, and tagging vehicles; follows-up on vehicles that have been issued 72 hour notices; impounds vehicles as required; processes necessary forms and related paperwork.

Records Functions:

- Provides customer service to citizens at the Police Department front-desk; answers telephones, provides information and routes calls to appropriate personnel; greets visitors, provides information, and logs in visitors; prepares agency releases for stored or impounded vehicles.
- Collects vehicle impound fees voids citations in accordance with guidelines.

MINIMUM QUALIFICATIONS:

Education:

High School Diploma or GED equivalent; AND one year of work experience involving public contact and performance of basic office support duties. Experience in a law enforcement or related work environment is desirable.

Knowledge of:

- City and VPD policies and procedures.
- Basic law enforcement organization, activities, terminology, practices, and regulations.
- Basic bookkeeping and clerical accounting principles, practices and terminology.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing.
- Safe work methods and safety regulations pertaining to the work including safe driving principles and practices.
- Geography, roads, and landmarks of City and surrounding areas.
- Effective communication skills and techniques required for gathering, evaluating and transmitting information.
- Principles and practices of customer service.
- Effective English usage, to include proper spelling, grammar, and punctuation.

Ability to:

- Learn methods and techniques related to basic police functions.
- Understand, interpret, and apply pertinent federal, state, and local codes, laws, and regulations including vehicle codes, penal codes, and municipal codes.
- Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and guidelines.
- Prepare clear, concise, factual, and thorough reports and statements.
- Prepare, maintain, file, and index a variety of reports, records, and other written materials.
- Identify and respond to community and organizational issues, concerns, and needs.
- Organize and prioritize timelines and project schedules in an effective and timely manner.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Operate assigned vehicle in a safe manner.
- Use and operate assigned tools and equipment including portable radio, camera, and evidence/fingerprint kit.
- Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Lift and move objects weighing up to 50 pounds.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective and courteous relationships with the public and co-workers and contribute to a successful team effort.
- Operate and use various office equipment including a computer and various software packages.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required. Completion of PC 832 course, or the ability to complete the course within the designated timeframe. Possession of or ability to obtain within designated timeframe, OC certification. Possession of or ability to obtain within designated timeframe, CPR/First Aid certification. Must successfully pass a Police Department background check. Must be 18 years of age at time of appointment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment, and in the field to lead investigations and tactical situations; may be exposed to physical attacks, hazardous chemicals, infectious and communicable diseases; required to physically restrain persons; must maintain a level of physical fitness to meet VPD standards.