



CLASSIFICATION NO: 101

Established: 5/84

Revised: 5/92, 7/96, 9/13

FLSA: Non-exempt

EEO: 5

COMMUNITY SERVICE OFFICER

CLASS CHARACTERISTICS

Under general supervision, to provide law enforcement related services to the public; to assist law enforcement personnel in administrative functions; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts search and rescue operations and operates the County jail. The Sheriff's jurisdiction includes the unincorporated areas of the County and within cities that contract for law enforcement services.

The Community Service Officer performs administrative services that do not require sworn peace officer status. The Community Service Officer has significant contact with the public to supply or gather information by telephone or in person.

The Community Service Officer differs from Deputy Sheriff, a sworn classification, which performs the full range of law enforcement activities. The Community Service Officer also differs from other non-sworn office and administrative classifications that do not take reports from citizens.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides general, complex and technical information to the public, other agencies and the news media; explains law enforcement procedures and activities; assists in preparing press releases; refers callers to appropriate agency, division, or individual; provides relief switchboard coverage.
2. Takes, completes, enters and files non-emergency crime reports from victims by telephone and in person; dispatches, assigns and clears out desk calls in computer aided dispatch (CAD) system; compiles, organizes and enters information into standard computerized formats; receives and records evidence and takes photographs; identifies reports requiring follow-up by a sworn officer.
3. Orients and provides information to County law enforcement, reserve and volunteer personnel regarding office operations; explains procedures, forms, non-emergency report writing, and use of office equipment and computer hardware and software; provides assistance regarding computer system problems and questions.
4. Performs administrative support functions; researches and retrieves computerized data; collects, sorts and distributes subpoenas and teletypes; completes custody and vehicle

release forms; gathers criminal histories; confirms warrants and restraining orders; updates emergency resource information.

5. Schedules and coordinates shift coverage and support services; contacts employees for overtime and other shifts; calls other agencies to request support services and research information; requests special operations services such as S.W.A.T., Hazardous Materials, Search and Rescue and detectives; assists in scheduling ride-alongs.
6. Logs evidence into the property room as needed; assists with the release of property and vehicles.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Local, state and federal laws and ordinances; law enforcement procedures and policies; functions, responsibilities and policies of the Sheriff's Department; general office practices and procedures; basic English composition, spelling and grammar; recordkeeping and report writing techniques; LEDS and CLASS computerized data base systems; CAD system; office equipment including personal computers and software programs.

Skill to: Interpret and apply law enforcement laws, ordinances and department policies and procedures; maintain, prepare, enter and file records and reports; gather, record and compile facts and descriptive information; research, retrieve and organize data; communicate effectively, both orally and in writing; train law enforcement personnel in desk operations; decipher maps; operate computer software and other office equipment; type and operate the keyboard of specific office equipment accurately and at an acceptable rate of speed; assist individuals who may be hostile, verbally abusive and/or emotionally distressed; establish and maintain cooperative working relationships with the public, and department and other agency personnel.

WORKING CONDITIONS

Incumbents occasionally work alone in a secured facility depending on work location, shifts and schedules.

Must be willing to work variable shifts including weekends, nights and early mornings.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Some positions must be able to perform data entry at a minimum of 115 key strokes per minute (approximately 30 WPM).

Possession of a valid driver's license. Incumbents must possess and maintain an acceptable driving record throughout the course of employment.

Must pass an extensive background investigation, including fingerprinting.

Must pass a pre-employment drug test.

POST-EMPLOYMENT REQUIREMENTS

Within three months of hire, possession of Law Enforcement Data System certification.

Edited: 3/19