



CLASSIFICATION NO: 108
Established: 6/22
FLSA: Non-exempt
EEO: 5

COMMUNITY SERVICE OFFICER, SENIOR

CLASS CHARACTERISTICS

Under direction, to lead the Sheriff's Office patrol division's non-sworn staff and functions relating to the taking and completing of non-emergency crime reports; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts searches and rescue operations, and operates the County jail. The Sheriff's jurisdiction includes the unincorporated areas of the County and within cities which contract for law enforcement services. The Department is organized into six divisions: Civil, Patrol, Investigations, Services, Corrections and Community Corrections.

The Community Service Officer, Senior is a single incumbent, non-sworn (unarmed, uniformed) classification. The incumbent is responsible for assisting sworn law enforcement staff by leading, monitoring, reviewing, and approving generated non-emergency crime reports and conducting initial informal administrative investigations on department service-level complaints. Similar to Community Service Officer positions within the Sheriff's Office patrol division, the Senior level has significant contact with the public to supply or gather information by telephone or in person.

The Community Service Officer, Senior differs from Community Service Officer which does not have lead work responsibilities. It also differs from Deputy Sheriff which is a sworn classification and performs the full range of law enforcement activities.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Leads the work of assigned Community Service Officer (CSO) staff and ensures coverage for work unit; schedules, assigns and reviews work; approves vacation, overtime and schedule changes in consultation with management; provides direction and training; prioritizes assignments; resolves technical or procedural issues; provides input to supervisor regarding work performance.
2. Acts as liaison between sworn law enforcement staff and CSO staff to resolve issues and questions and improve quality and consistency of procedures, non-emergency crime reports, and support to sworn law enforcement staff; reviews policies and procedures to identify appropriate and allowable non-sworn responsibility level; escalates issues to management in order to receive guidance or for resolution.

3. Reviews and approves non-emergency crime reports generated by assigned CSO staff; performs quality control of reports for completeness, accuracy and reporting requirements; identifies needed corrections or modifications such as missing information and necessary follow-up by sworn officer(s); returns report to CSO and approves when complete.
4. Evaluates and recommends improvements in practices, procedures, systems and workflow processes; interprets and explains current laws, policies, practices and procedures; incorporates new laws and ordinances pertaining to non-emergency crime reports and other CSO responsibilities; documents and maintains instructions and procedures.
5. 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.
6. Handles informal service-level complaints generated by the public or employees through the Sheriff's Office; escalates complaints through chain of command to professional standards unit as appropriate for formal investigations.
7. Performs CSO duties when needed; assists the public and provides a variety of services including assisting sworn law enforcement staff with law enforcement related services, taking police reports, and assisting in administrative functions.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Policies, procedures, ordinances, statues, laws, regulations, and Sheriff's Office policies related to non-emergency crime reports and document processing; local, state and federal laws and ordinances; law enforcement procedures and policies; functions, responsibilities and policies of the Sheriff's Office; 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; general concepts and techniques of prioritizing work and time management; basic techniques of supervision and training.

Skill to: Lead, plan and schedule work of assigned staff; review reports prepared by staff to ensure inclusion of required and appropriate information and supporting documents; organize and prioritize work of staff to meet established timelines; 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 staff and 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 effective working relationships with the public, staff, and sworn and non-sworn department and other agency personnel.

WORKING CONDITIONS

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

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 three (3) years of related law enforcement experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Possession of a valid driver's license. Incumbents must possess and maintain an acceptable driving record throughout the course of employment.
- Possession of Law Enforcement Data System certification.

PRE-EMPLOYMENT REQUIREMENTS

Must pass data entry test with minimum 115 keystrokes per minute (approx. 30 WPM).

Must pass an extensive background investigation, including fingerprinting.

Must pass a pre-employment drug test.

POST-EMPLOYMENT REQUIREMENTS

Must be willing to work emergency/on-call/after-hours response.

Must be willing to work variable shifts including weekends, nights, early mornings, holidays and be subject to call back as required/scheduled.