Bargaining Unit:

FLSA: Position Number:

04 Covered 6430

# POLICE COMMUNITY AIDE

#### **DEFINITION**

Under general supervision, to provide assistance to various community groups or individuals in promoting an understanding of police and court functions, community and neighborhood programs, procedures, and problems; to promote good relations between the police department and courts, neighbors and the local community; and to do related work as required.

## **DISTINGUISHING CHARACTERISTICS**

This is a specialized classification for the promotion of good public relations between the Merced Police Department, courts, and the local neighborhood and community. An incumbent shall be bilingual in a language specified by the City and provides language services such as verbatim translation and interpretation for police officers, code enforcement, and other employees, individuals and community groups; and provide community relations support.

## **REPORTS TO**

Police Area Commander

# **CLASSIFICATIONS SUPERVISED**

This is not a supervisory class.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Assists sworn police officers and community services officers with traffic accident investigations, interviews with witnesses and/or crime prevention programs; interprets police and/or court policies and procedures for community groups and individuals; conducts public education seminars, classes, and presentations; assists citizens with understanding police/court related requirements, policies, and procedures; attends various community and organization meetings to promote good public relations.

Provides informal counseling and advice to individuals regarding police or court requirements and procedures; serves as a translator for individuals, providing oral and written interpretations/translations of police and court procedures and functions; answers the telephone, taking messages, making referrals, and providing a variety of information; serves as a mediator in resolving neighbor conflicts, domestic violence situations, and personal conflicts; prepares written reports of actions; assists police officers as needed in a variety of incidents and situations; serves as a liaison between community groups, individuals, and the Police Department and other City departments as required.

#### TYPICAL PHYSICAL REQUIREMENTS

Frequently stand and walk; sit for extended periods; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX equipment.

## **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment in the field and in neighborhood/community settings; continuous contact with other staff and the public.

#### **DESIRABLE QUALIFICATIONS**

## **Knowledge of:**

Criminal, civil, and traffic laws and regulations.

Cultural and social systems of a variety of ethnic groups.

Legal process and court procedures.

Operating policies, procedures, and functions of the Merced City Police Department.

Police terminology

Conflict resolution techniques.

Code enforcement impacts.

#### **Ability to:**

Provide verbatim translations of witness's statements/information.

Relate well with all segments of the community.

Use sound judgment in handling sensitive material.

Understand and follow oral and written directions.

Prepare and maintain accurate records.

Read, analyze, and interpret laws, codes, rules, and regulations.

Evaluate a variety of situations and incidents, responding appropriately.

Communicate effectively orally and in writing.

Deal tactfully and courteously with the public and other staff.

Establish and maintain cooperative working relationships.

## **Training and Experience:**

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

Completion of Associate of Arts degree in psychology, sociology, or a closely related field, and three years experience in police and/or community work which included the responsibility for providing translation/interpretations of information; or an equivalent combination of education and experience.

# **Special Requirements:**

Bilingual skill in a language specified by the City. Possession of an appropriate California Driver's License issued by the Department of Motor Vehicles.

#### **POLICE COMMUNITY AIDE - 3**

Reference: City of Merced Personnel Rules and Regulations, Sections 5.05 and 5.07

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APPROVED

Chairperson, Personnel Board

DATE: November 13, 2000