

## COMMUNITY SERVICES OFFICER

### DEFINITION

Under general supervision, assist with law enforcement activities in non-emergency situations; provide a variety of support for general law enforcement and investigative functions; develop and maintain police community relations efforts; to do related work as assigned. This is a non-sworn position. Individuals in this class may be required to perform the full scope of duties including maintain field communications with public safety personnel with minimal guidance and supervision. An incumbent in this position is willing to help and serve people in need.

### DISTINGUISHING CHARACTERISTICS

This is a specialized classification in that incumbents perform a broad range of law enforcement support in non-emergency situations with less guidance and supervision. Incumbents conduct traffic accident investigations/reconstructions, respond to crime scenes to collect evidence, perform a variety of community relation efforts, and may be assigned to a variety of special projects, functions, and activities as needed. Work shifts may rotate, and mandatory overtime may be required.

### REPORTS TO

Police Sergeant or other law enforcement management/supervisory staff.

### CLASSIFICATIONS SUPERVISED

This is not a supervisory position.

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

### When Assigned To Police Investigations

Collect crime scene evidence, including crime scene photography and videography; verify and process evidence recovered at a crime scene and logs evidence; complete police reports and supplements; conduct personal interviews, register, and track individuals convicted of violent sex, drug and arson offenses and maintain registration files; perform field work and other required follow up work to verify addresses of registrants and as needed for criminal prosecutions; initiate crime reports for registration violations; complete CLETS entries and updates as required; testify in Court as needed; manage inactive property crime cases including tracking of stolen property and preparation of latent fingerprints for presentation to the State Department of Justice; provide support services to various divisions as needed; schedule polygraph and psychological testing for new police officer candidates; track employee fingerprinting results and forward results to appropriate agency/department.

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### **When Assigned To Police-Traffic**

Perform traffic accident investigation/reconstruction by diagramming accident scenes and preparing reports of findings; train and coordinate citizen volunteer groups and college interns; take non-accident reports on crimes such as auto thefts; assist with and conducts DUI safety inspection check points; collect and compile statistical data; complete police reports regarding criminal, civil, traffic, or other incidents; solicit community participation, support, and input to determine crime prevention needs; present information to citizen groups, businesses, and homeowners on law enforcement topics; may serve subpoenas, direct traffic and control crowds; may testify in court regarding evidence and collected information;

### **When Assigned To Police-Evidence**

Verify and process all evidence recovered by the Police Department; enter all property/evidence information into a computer program; process all Task Force evidence; verify evidence tag information; file all evidence by case number; distribute all equipment (except weapons and ammunition) to new Police Officers; completes Disposition Report from the District Attorney's Office; assist in preparation of instruction manuals for property/evidence processing; complete crime reports and supplements; process evidence and photography on fatal traffic accidents; assists in scheduling annual auction for unclaimed property; train new Police Officers and Area Training Officers on the handling and processing of evidence; testify in Court as needed.

### **When Assigned to Administration**

Assist with recruiting activities; conduct background investigations on candidates for employment with the police department; process training requests including making necessary travel arrangements; maintain Field Training Officer files when Field Training Program is completed; maintain background files on candidates disqualified for employment; insure P.O.S.T. certification of all courses within the Merced Police Department; responsible for Police Department training; and other administrative duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Frequently stand, walk, climb stairs, ladders, and may sit for extended periods; walk on sloped, uneven and slippery surfaces; stoop, bend over, and kneel; crawl through various areas on hands and knees; sufficient manual dexterity and eye-hand coordination to work with special equipment during emergency situations; lift and move objects weighing up to 100 pounds with assistance; maintain corrected hearing and vision to normal range; verbal and written communication; use of office equipment, including computer, telephone, calculator, copiers and FAX and special equipment related to traffic accident investigations.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and outdoor environment; occasionally in a vehicle or outdoors when assigned to field duty; continuous contact with other staff and the public.

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### DESIRABLE QUALIFICATIONS

#### Knowledge of:

- General geography of the City of Merced
- Public relations methods and techniques
- Modern office methods and procedures
- Law enforcement methods, practices, and procedures, including patrol, crime prevention, traffic control, and investigations
- First aid methods and techniques
- Good public relations techniques
- Rules of evidence pertaining to search and seizure and the preservation and presentation of evidence
- Use and care for Department equipment and specialized computer diagramming Programs
- Law enforcement investigative techniques regarding accident reconstruction and crime scene investigations
- Operating policies, procedures, and functions of the City of Merced
- Communications equipment operation, to include computers, telephones, radios, FAX machines, computer software, and paging equipment
- Principles and techniques of public safety communications, customer service and customer courtesy.
- P.O.S.T. requirements for training and certification.
- Practices involved in background investigations.

#### Ability to:

- Prepare and present graphic documentation of accident/crime scenes
- Read, understand, and interpret laws, and regulations regarding evidence
- Observe incidents and situations, accurately remembering names, faces, numbers, circumstances, and places
- Gather and organize data and information and prepare clear, comprehensive reports
- Interview and secure information from witnesses and suspects
- Use a computer and specialized software to summarize and evaluate data and information
- Perform a variety of office support work
- Deal tactfully and courteously with the public and other staff
- Establish and maintain cooperative working relationships
- Provide excellent customer service and support

#### 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 requirements for graduation from high school and two years of work experience performing a variety of office support assignments in a position requiring considerable public contact.

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**Special Requirements:**

Possession of an appropriate California driver's license issued by the Department of Motor Vehicles.

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

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APPROVED \_\_\_\_\_



Chairperson, Personnel Board

DATE: 10/8/07