

CITY OF HUNTINGTON PARK
CLASS SPECIFICATION

COMMUNITY SERVICE OFFICER

Civil Service Status: Competitive
Probationary Period: One (1) Year
Classification Series: Police/Civilian/Non-Sworn
FLSA Status: Non-Exempt

Bargaining Unit: Police Officers' Association
Approved by City Council: August 16, 2010
Resolution No.: 2010-53

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under supervision of the Police management, this non-sworn, non-peace officer, uniformed position, relieves sworn peace officers by performing work in many areas of the department including, but not limited to communications, public desk, jail, parking and traffic enforcement, crime prevention, crime lab, traffic safety aide, youth services/detective bureau, court liaison and various other administrative and clerical duties; may be assigned to work night shift, weekends, holidays and other unusual hours and related work as required.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Search and supervise prisoners;
- Supervise part-time staff or volunteers;
- Enforces traffic controls and parking regulations including: citations, impounding vehicles and directing traffic;
- Performs clerical and administrative duties in a variety of areas including serving subpoenas, and issuing citations;
- Provides crime scene investigation support;
- Performs security and crime prevention duties;
- Operates motor vehicles, office and communications equipment as necessary;
- Interviews and records statements from individuals, gathers evidence, writes reports, and participates in investigations;
- Receives and answers requests for information from the public, receives complaints, obtains information requested by public, gives courtroom testimony as required;
- Participates in related divisional cross-training efforts based on operational necessity;
- May be required to testify in court;
- Works with division manager to organize and foster self sustaining neighborhood association and to provide staff support to those association once organized; works closely with association members and committees to develop plans, organize events, and achieve neighborhood goals; Acts as liaison between neighborhood associations and City departments;
- Works on the Property Rental Inspection Program;
- Works closely with property owners to achieve compliance with City Codes;
- Provides information to the public regarding neighborhood preservation/improvement activities and the Municipal Code; makes presentations to the City Council, Planning Commission, and business and citizen groups;

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(Continued)

- Explains ordinances and codes and interpret technical provisions to resolve disputes and misunderstanding;
- Research, develop and implement Neighborhood Improvement strategies and methods designed to address neighborhood issues;
- Prepares testimony and makes presentations at administrative hearings;
- Prepare reports regarding violations of the neighborhood preservation activities, practices, policies and programs;
- Maintain statistics and update files related to neighborhood preservation activities as required;
- Develops, implements and coordinates Neighborhood Improvement Programs and City Wide Special Events promoting Neighborhood Improvement / Awareness;
- Plans, develops, implements and coordinates seasonal activities for youth and adults for various intervention programs;
- Creates and publishes a variety of materials for marketing, recruiting and promoting for intervention programs for youth and adults;
- Provide public presentations, workshops and demonstrations for various intervention programs;
- Purchases and maintains inventory of program equipment for intervention programs;
- Assists with budget preparation, maintains financial documentation, and administers contracts, scholarships and funding applications for the various intervention programs;
- Assists with fundraising events;
- Attends meetings, conferences, and seminars as required;
- Assumes responsibility for ensuring the duties of the position are performed in a safe, and efficient manner;
- Performs other related duties as assigned or as the situation requires.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Office procedures, practices and equipment;
- Correct grammar usage, punctuation, spelling and vocabulary;
- Filing systems.

Skills:

- Possess skills to word process general correspondence, spread sheets, and reports using a personal computer and software application;
- Resourceful and organized, and self motivated;
- Touch type at least 35 words per minute.

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Ability to:

- Accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure;
- Accurately assess problem and needs and situations;
- Supervise part-time staff and volunteers;
- Speak in public forums;
- Act in a decisive manner, good judgment, common sense and reason;
- Learn and apply principles of investigation;
- Read, write and comprehend directions;
- Learn and understand policies, rules, instructions, laws, police literature, rules together with an aptitude for Law Enforcement work;
- Keenly observe and remember names, faces and details of incidents;
- Communicate effectively both orally and in writing;
- Learn penal, vehicle and other codes;
- Learn the standing policies and procedures pertaining to police operations;
- Understand and carry out complex oral and written instructions;
- Deal tactfully and courteously with the public;
- Work effectively with other employees;
- Make independent decisions in accordance with established policies, procedures, regulations and ordinance;
- Stay composed and work in stressful conditions;
- Remain calm and respond effectively in emergency situations;
- Consistently exercise good judgment and reasoning;
- Work rotating shifts, weekends, and in emergencies;
- Work in confined quarters for extended periods of time;
- Stand/sit for long periods of time;
- Work overtime as requested;
- Perform prisoner searches when circumstance require it;
- Establish smooth working relationships and resolve interpersonal conflicts;
- Performs other related duties as assigned or as the situation requires;
- Effectively handle stressful situations;
- Develop necessary skills from on the job training and meet standards of performance for the classification by the end of the probationary period.

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Education and Experience Guidelines – *Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- A Bachelor's degree in Business Administration, Public Administration, Public Relations/Communication, Marketing, or other closely related field from an accredited college or university.

Experience:

- Two (2) years experience involving public contact and which demonstrates ability to perform assigned tasks.

License:

- A valid California Class C Driver's License and a satisfactory driving record.

Special Requirements:

- Must pass a Police Department background check;
- Requires wearing uniforms and working in a closely work area;
- Must demonstrate the ability to touch type at least 35 words per minute accurately.

Physical Requirements:

- Must meet approved physical and pre-placement medical standards for the position.

Bilingual Pay:

- Employee who qualify and are certified to speak Spanish may be eligible to receive bilingual pay.