

# CITY OF FOLSOM

## COMMUNITY SERVICE OFFICER

### **DEFINITION**

Under general supervision, assist Police Officers in the field; perform routine law enforcement related tasks that do not require the authority of a sworn peace officer; take reports from crime victims and witnesses; coordinate disposal of abandoned vehicles; issue citations for parking violations and other infractions; perform front desk and other service functions in support of Police Department operations, both in the field and office.

### **EXAMPLES OF ESSENTIAL DUTIES**

**NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.**

- Investigate criminal, non-criminal, and non-hazardous incidents not requiring the presence of a sworn officer.
- Locate, investigate, and complete reports involving misdemeanor and felony crimes against property and other crimes and incidents.
- Interview witnesses and victims and record statements.
- Obtain relevant information through public contact and forensic investigative techniques.
- Collect packages and record evidence gathered at crime scenes.
- Conduct follow-up investigations as required.
- Coordinate investigations with other agencies.
- Testify in court.
- Receive, process, and search prisoners, including inventory of their personal property.
- Book, photograph, and fingerprint suspects.
- Oversee permitted phone calls.
- Maintain physical control of prisoners using minimal restraint techniques.
- Observe and routinely check persons in custody to ensure health and safety.
- Maintain records related to suspects in custody and jail log.
- Issue food and supplies.
- Check and maintain jail inventory and return prisoners' property upon release.
- Prepare prisoners and transport to various jails, detention facilities, and local court for required court appearances.
- Access CAL-ID for proof of prisoner identification when necessary.
- Coordinate and oversee trustee inmate workers.
- Perform routine housekeeping duties in the jail.
- Fingerprint and register parolees, sex offenders, court bookings and releases, and job applicants.

- Investigate non-injury traffic accidents and complete traffic accident reports.
- Participate in the City's abandoned vehicle program.
- Locate and investigate stolen vehicles abandoned in the City.
- Issue parking citations and assist the public in understanding state and local traffic laws and ordinances.
- Assist and advise the public, residents, and businesses regarding security-related issues and concerns.
- Inspect vehicles that have been cited for mechanical problems and verify that the problems have been corrected.
- Research, compile, and analyze data and prepare reports and maintain records.
- Perform a variety of support duties in the police station.
- Respond to public service calls for non-sworn police services received in the field, over the telephone or at the public counter.
- Perform related duties as assigned.

### **EMPLOYMENT STANDARDS**

**NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the "Examples of Essential Duties" section of this specification.**

#### **Knowledge of:**

- Public contact techniques.
- Modern office methods and techniques.
- Effective oral and written communications.
- Law enforcement functions and responsibilities in an urban community.

#### **Ability to:**

- Perform mathematical calculations.
- Exercise independent judgment and initiative without close supervision.
- Develop rapport and obtain cooperation from crime victims, witnesses, and informants.
- Obtain complete and relevant information from interviewees to complete clear and comprehensive incident and crime reports.
- Read, understand, and interpret moderately complex laws, rules, directives, and other written materials.
- Safely operate a marked police vehicle in all weather and traffic conditions.
- Find obscure addresses and locations.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

## **Minimum Qualifications:**

### **Experience:**

One (1) year of full-time experience working in a law enforcement agency in a paid or volunteer capacity. College-level course work in criminal justice is highly desirable, or an equivalent combination of training and experience.

## **License, Certificate, Registration Requirements:**

- Possession of, or the ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- All qualified candidates will be required to satisfactorily complete the following on-the-job trainings within the probationary period: Correction Officers Core Course, CPR Certificate, In Service Officer/Jail Safety Tactics, and Cal-Photos and Cal-ID Operations.

## **Physical Requirements:**

Work is performed in both a typical office environment as well as outside in various types of weather. Work may take place at off-site indoor and outdoor locations throughout the City. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional walking, standing, bending, squatting. (2) Lifting: occasionally up to 75 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent fine manipulation, frequent writing; frequent grasping, holding, and reaching. (5) Hearing/ Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/ Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise. (8) Smell/Touch: Occasional use of smell and touch to distinguish and identify odors and objects.

## **Other Requirements:**

Must pass a background investigation, criminal history review, polygraph examination, psychological examination, medical examination, and must not have any felony convictions.

All qualified candidates must be 18 years of age or older by the application filing deadline.

**Information Block**

Class Code:

FLSA Status:

Established:

Revised:

Retitled:

Workers Compensation Code

Bargaining Unit: