

SENIOR COMMUNITY SERVICES OFFICER

Class Definition

Under general supervision, performs responsible public contact work and assists regular law enforcement officers in non-hazardous duties; may provide lead direction to subordinate Community Services Officers.

Distinguishing Characteristics

Senior Community Services Officer is the advanced working level class in the Community Services Officer series. Incumbents provide training for subordinate Community Services Officers and/or perform specialized assignments. This class is distinguished from Community Services Officer II in that the latter is the journey level class and incumbents are not responsible for providing direction to other employees. A Senior Community Services Officer reports to a sworn or non-sworn supervisor and work is subject to review through observation, conferences, reports and evaluation of performance. Employees in this class may be assigned to work any shift and may be required to work nights, weekends and holidays.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Performs non-hazardous investigative duties related to the commission of crimes against property and persons; collects and preserves evidence at crime scenes.

Completes required police reports regarding criminals, traffic accident, incident, or civil problems, and miscellaneous non-hazardous incidents where Police Department action is requested; appears in court when necessary.

Solicits community participation, support and input in determining crime prevention needs and presents information to citizen groups, businesses and homeowners on crime prevention programs.

Prepares and conducts traffic safety presentation, maintains traffic equipment; participates in sobriety checkpoints; handles media relations on traffic-related issues.

Reviews criminal complaint packages for completeness; confers with the District Attorney on charges to be filed; files traffic and criminal complaint packages with the courts and monitors their timely progression through the court system.

Performs home and business security inspections and makes security recommendations.

Collects and compiles statistical data; researches trends and police reports for the development of home security and crime prevention programs.

Assists citizens by explaining the crime and burglary prevention programs and methods of identification of property and valuables.

Provides public information services for the Police Department, including preparing news releases and arranging press interviews.

May direct and control crowds and traffic at accidents or special events.

Reviews and responds to citizen inquiries and gives general assistance or direction as appropriate.

Assists in training and may be required to prepare training curricula.

Performs routine office functions such as word processing, filing, record keeping, including the preparation of police reports.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of various criminal and vehicle codes.

Knowledge of police report writing techniques.

Knowledge of the major streets, buildings, and areas in the city of Fresno.

Knowledge of community service programs and community based organizations.

Knowledge of research techniques, methods and procedures.

Ability to find and preserve evidence.

Ability to testify in court as an expert witness.

Ability to demonstrate the various security methods and to instruct the general public about the crime and burglary prevention programs.

Ability to prepare clear and comprehensive reports.

Ability to establish and maintain effective working relationships with those contacted during the performance of assigned duties.

Ability to communicate orally and in written form.

Ability to deal courteously but firmly with the general public.

Ability to learn to operate a police radio and use a variety of computer business software applications to prepare clear, concise and comprehensive records, reports, correspondence, and other written materials.

Minimum Qualifications

Two years of experience as a Community Services Officer II with the City of Fresno Police Department.

Necessary Special Requirements

Possession of a valid California Driver's License is required and must be maintained during the entire term of employment in the job class.

Must successfully complete a polygraph test and an extensive background investigation prior to appointment.

APPROVED: _____
Director

DATE: _____