

## COMMUNITY SERVICES OFFICER I/II

### Class Definition

Under close supervision, performs responsible public contact work and assists law enforcement officers in non-hazardous duties.

### Distinguishing Characteristics

Positions in these classes are flexibly staffed. Community Services Officer I is the entry level class in the Community Services Officer series. Incumbents perform assignments which involve responsible public contact work in crime and burglary prevention and the delivery of non-emergency police services. Community Services Officer I incumbents are expected to progress with appropriate training, experience and satisfactory performance to Community Services Officer II, the journey level of the class series. These classes differ from Senior Community Services Officer incumbents in that the latter provide lead direction to lower level staff and are assigned the more advanced and complex duties. Incumbents may be assigned to any shift including nights, weekends, and holidays.

### Typical Tasks

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

Assists Police Officers with non-enforcement duties; completes routine police reports; appears in court when necessary; maintains records of daily work activities.

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

Solicits community participation, support and input in determining crime prevention needs; presents information to citizen groups, businesses, and homeowners on crime prevention programs and methods of identification of property and valuables.

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

Performs home and business security inspections; makes security recommendations.

May investigate non-injury and injury vehicle accidents; directs and controls crowds and traffic at accidents or special events.

Receives and responds to citizen inquiries; gives general assistance or directions as appropriate.

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*

*(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform tasks at the journey level.)*

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

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

Ability to communicate effectively in oral and written form.

Ability to acquire a working knowledge of various criminal and vehicle codes and police report writing techniques.

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*

*Community Service Officer I*

One year of work experience which involved a substantial amount of public contact.

A Community Services Officer I may be promoted to Community Services Officer II, after one year of experience and upon the recommendation of the appointing authority.

*Community Services Officer II*

One year of experience equivalent to that gained as a Community Services Officer I with the City of Fresno Police Department.

Necessary Special Requirements

Bilingual abilities, as may be required to meet community needs.

Must be at least 18 years of age on or before administration of the first step of the examination process.

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: \_\_\_\_\_