



## **COMMUNITY SERVICE OFFICER**

### **DEFINITION**

Under general supervision, performs a variety of routine to complex non-sworn law enforcement duties in support of the Police Department including to respond to priority and non-priority calls for service; enforces various City and State animal control codes, ordinances, regulations, and laws governing the care and keeping of livestock and wild and domestic animals in the City; performs a variety of clerical and technical duties involved in receiving, securing, safeguarding, preserving, and disposing of police property and evidence; assists Police Officers in the field with a variety of tasks including collecting evidence at crime scenes; prepares records and reports; provides information and assistance to the general public and answers citizen inquiries; and performs a variety of other non-sworn law enforcement, clerical, and administrative functions in support of Police Department services and activities not requiring Peace Officer status.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives daily field supervision from the shift watch commander and program oversight from the Police Captain. Exercises technical and functional direction over and provides training to applicable staff.

### **CLASS CHARACTERISTICS**

This is a working level class in the Police Department responsible for performing a variety of non-sworn law enforcement duties. Successful performance of the work requires skill in dealing with the public in difficult situations. Incumbents may perform special project work for the Police Department. This class is distinguished from sworn Police classes in that it performs law enforcement and police support duties that do not require performance by a sworn police officer.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a variety of routine and complex non-sworn law enforcement duties in support of Police Department operations and services including to respond to priority and non-priority for service in-lieu of a Police Officer.
- Provides information and assistance to the general public; answers citizen inquiries and responds to complaints and requests for services from other department staff, the general public, other law enforcement agencies, and other agencies; provides information to violators, the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- Patrols areas within the designated jurisdiction and enforces animal services codes, ordinances, and regulations; investigates reports of animal abuse; issues dog licenses and offleash park tags; issues citations to the public without such licenses and tags; collects fees; takes other appropriate actions.
- Captures and impounds unlicensed, stray, and uncontrolled animals; transports animals to shelter; arranges for proper contaminant and humane care.

- Collects dead or injured animals from public and private properties; provides aid to injured animals; transports animals to shelter for treatment or euthanasia; medicates and vaccinates animals to be adopted.
- Responds to complex calls from citizens for animal services; investigates complaints involving animals; investigates reports of dogs, cats, or other animals creating nuisances; follows up on investigations as necessary.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding humane animal services, including wildlife issues, adoption procedures, and enforcement of animals regulations; and answers related questions; builds and maintains relationships with related external agencies such as contracting shelters, veterinarians, rescue groups, and volunteers to ensure ongoing care and humane treatment of animals.
- Identifies and investigates animal related crimes, interviews witnesses, collects evidence, writes reports, and testifies in court.
- Determines whether calls meet the criteria for emergency response and call out and how quarantines should be handled; evaluates and authorizes immediate care of euthanasia for sick and injured animals, emergency seizure of animals, owner relinquishments in the field; determines whether a criminal complaint and/or dangerous/vicious animal investigation should be initiated.
- Receives, processes, categorizes, stores, secures, safeguards, and preserves property and evidence items recovered by or submitted to the Police Department; issues receipts for all items submitted; maintains accurate records and logs of all evidence and property.
- Ensures security of evidence and property; maintains chain of custody for evidence; transports property and evidence to labs for special testing, to court for hearings/trials, and/or to storage.
- Coordinates the destruction and disposal of obsolete and unclaimed evidence as authorized; releases items to rightful owner or for court proceedings; periodically dispose of weapons and narcotics; records disposition of evidence; prepares associated reports.
- Assists Police Officers with a variety of tasks in the field including collection, processing, and documentation of evidence at crime scenes.
- Enforces municipal codes relative to parking enforcement; issues citations as necessary; tows vehicles in violation of ordinances.
- Performs traffic control for accident scenes and special events.
- Assists Police Officers with a variety of tasks including documentation of lost/stolen property reports, crime scene perimeter maintenance, collection and documentation of evidence and/or property, and public relations at special events.
- Prepares and maintains a variety of records detailing work performed; prepares reports following established procedures.
- Respond to emergency calls during off-duty hours as necessary.
- Perform related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic and wild animals.
- Principles of animal behavior and care.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Applicable federal, state, and local laws, codes, and regulations, including administrative and departmental policies.
- Principles and techniques of traffic control.
- Basic operational characteristics, services, and activities of a property and evidence program.
- Principles and practices of property and evidence handling, recording, storage, and release.
- Methods and techniques of processing, collection, and documentation of evidence.
- Geography of the City, including the location and layout of streets.
- Occupational hazards and standard safety practices related to assigned areas of responsibility.
- Techniques and practices of public speaking and making presentation before small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Perform a variety of non-sworn law enforcement duties.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Interpret, explain, apply, and enforce laws, ordinances, and regulations pertaining to assigned areas of responsibility.
- Investigate code violations and respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Receive, process, store, document, release, and/or dispose of various evidence and/or property.
- Direct and control traffic during special events or other emergency situations.
- Access, retrieve, enter, and update information using a computer terminal.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations, including administrative and departmental policies.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.

- Effectively represent the City in meetings with governmental and regulatory agencies, community groups, property owners, business owners, and the public.
- Operate and maintain a variety of animal control equipment.
- Operate a two-way radio.
- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Respond to requests and inquiries from the general public.
- Exercise sound judgment in emergency situations.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Equivalent to the completion of the twelfth (12th) grade and two (2) years of increasingly responsible work experience that involved a high level of public contact. Prior law enforcement experience is desirable.

### **License or Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Must obtain euthanasia certification within six months of hire.
- Must attend and pass both the Basic Animal Control Academy and PC832 Laws of Arrest courses within one year of appointment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to inspect various City and residential sites, and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a field classification with frequent standing in work areas and walking between work areas. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull animals of 75 pounds, as necessary to perform job functions.

### **ENVIRONMENTAL ELEMENTS**

Employees primarily work outside with occasional exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

Must be willing to work shifts or other than normal work hours and be subject to 24-hour call. Must be willing to euthanize animals.

Civil Service Commission: 12/21/2023

City Council: 2/5/2024