



**CITY OF SANTA CRUZ
COMMUNITY SERVICE OFFICER**

Reports to: Section Supervisor
Supervises: Non-supervisory
Bargaining Unit: Police

BASIC FUNCTIONS:

Under general supervision, patrols public areas; issues citations or verbal warnings for municipal code violations; writes police reports; reports criminal code violations to sworn officers; performs low risk investigations, including interviews and evidence processing; performs public contact work in crime prevention; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Police Officer classification in that it is a non-sworn position and does not carry firearms. Community Service Officers provide assistance to sworn officers by performing a variety of low risk police department functions.

TYPICAL DUTIES: *(May include but are not limited to, those duties listed below.)*

- Takes/investigates crime and traffic reports which are low risk in nature or are not in progress.
- Identifies, preserves, collects and analyzes evidence associated with criminal incidents.
- Coordinates documents and organizes investigative information and evidence for subsequent prosecution and laboratory analysis.
- Handles both emergency and non-emergency calls to assist citizens.
- Handles re-contacts on crime reports to obtain further information.
- Performs general patrol duties, both on foot and in vehicles, as a crime deterrent. Reports problems to or calls for assistance from City Police, Fire or other departments as appropriate.
- Enforces municipal code violations; gives warnings; issues citations for violations of local ordinances.
- Maintains a uniformed presence; assists public and merchants by providing security, answering questions and providing information.
- Presents crime prevention information to citizen groups and businesses.
- Transports victims, witnesses and prisoners, as needed.
- Checks security of buildings, detects fire and liability hazards.

- Identifies immediate maintenance problems in buildings and wharf structures.
- Performs vehicle abatement duties, including maintenance of a daily log of activities, determining parking violations and issuing the appropriate citations, arranging for towing of abandoned vehicles and otherwise participating in the vehicle abatement program as directed.
- Appears in court as necessary.
- May direct and control traffic at accidents or special events, or as a school crossing guard; may perform non-hazardous crowd control duties.
- Fingerprints individuals.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Skills:

- Verbal and written communication skills to take information by phone or in person and to give information to the public.
- Organizational skills to gather and coordinate data.

Abilities:

- Understand and follow verbal and written instructions.
- Write clear, concise and accurate reports.
- Tactfully and effectively interact with people of ethnic and cultural diversity.
- Establish and maintain cooperative working relationships with peers, department and the general public.
- Compile and maintain accurate records.
- Read maps and mapped information.
- Understand, appropriately apply and clearly explain regulations, codes and ordinances, policies and procedures.
- Learn to diagram, photograph or video-film crime scene.
- Learn to logically and progressively interview victims and witnesses.
- Learn to operate word processing equipment to prepare reports.
- Learn standard broadcasting procedures of a police radio system.
- Work independently and meet established deadlines.
- Pass a thorough background investigation, psychological exam, and medical exam.

OTHER REQUIREMENTS

Willingness to:

- Wear a uniform.
- Carry a baton, chemical agent, and handcuffs.
- Work evenings and weekends as needed.
- Attend community service officer training academy.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the knowledge, skills and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school graduation or tested equivalent.

License

- Possession at time of hire and continued maintenance of a valid California driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS:

- Experience or education related to law enforcement.
- Bilingual ability to speak and write in English and Spanish.
- Possession of certification in advanced first aid and CPR.
- Possession of a Private Security Officer License and Private Security Baton License issued by the California Department of Consumer Affairs.
- Typing skills of 45 wpm.

Career Ladder

Police Captain

Police Lieutenant

Police Sergeant

Police Officer

Police Officer Trainee

Community Service Officer

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