

City of San José
CLASS SPECIFICATION

Title: Community Service Officer I/II (6131/6132)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Varies	Non-exempt

CLASS SUMMARY

Under close supervision, assists the Bureau of Field Operations in non-hazardous police functions; including but not limited to, assisting at one of the information centers or community policing centers and/or working in the field conducting investigations, performing non-enforcement and some enforcement duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Community Service Officer I/II is the flexibly staffed entry/journey class in the Community Service Officer (CSO) series, described as follows:

Community Service Officer I - This is the entry-level class in the CSO classification series responsible for providing support to SJPD's non-hazardous police functions in crime and burglary investigations, delivery of non-emergency police services, and some enforcement duties. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Community Service Officer II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Community Service Officer II - This is the journey-level class in the CSO classification series responsible for performing the full range of technical support to non-hazardous police functions and some enforcement duties. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class differs from the Senior Community Service in that the latter class is responsible for supervising a segment of the CSO series on an assigned shift.

Incumbents are expected to wear a uniform and may be assigned to any shift including evenings, weekends, and holidays. Incumbents may work four- 10 hour days or five- 8 hour days per week, 24 hours a day, 7 days a week, depending on assignment; may be required to work overtime for assigned periods or for special events.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Community Services Officer I

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year of experience involving a substantial amount of contact with the general public.

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Community Services Officer II

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND two (2) years of public contact experience including at least one (1) year within a law enforcement agency at a level equivalent to Community Services Officer I.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid California Class C Driver's License is required and must be maintained during the entire term of employment in the job class; failure to possess or maintain the valid required license shall result in discipline up to and including termination of employment.
- Successful completion of First Aid and CPR certification courses within six (6) months of appointment
- Must be 20 1/2 years of age at time of application.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Team Work & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking - Approaches a problem or situation by using a logical, systematic, sequential approach.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

- 30 semester units or 45 quarter units from an accredited college or university with coursework in public safety, emergency management, criminal justice, public administration or a related field
- Knowledge of the major streets, buildings, schools, areas of interest, entertainment and recreation in the City of San Jose.
- Bilingual abilities to meet community needs.

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) <i>At the discretion of sworn personnel, duties may include, but are not limited to, the following:</i>	FREQUENCY*
1.	Routinely assists patrol teams with non-enforcement duties; completes routine police reports; maintains records of daily work activities.	Daily
2.	Performs non-hazardous investigative duties related to the commission of crimes against property such as residential, commercial and vehicle burglary, petty theft, grand theft, vehicle theft and vandalism.	Daily
3.	Collects and preserves evidence at crime scenes which includes the processing and lifting of latent fingerprints and taking photographs at designated crime scenes.	Daily
4.	Recovers stolen vehicles and processes for evidence where found unattended.	Weekly
5.	Responds to and investigates traffic complaints such as road hazards.	Weekly
6.	Investigates non-injury vehicle accidents.	Weekly
7.	Directs and controls crowds and traffic at accidents or special events including setting up cone and/or road flare patterns.	Weekly
8.	Receives and responds to citizen inquiries; gives general assistance or directions as appropriate.	Weekly
9.	Performs routine office functions such as word processing, filing, record keeping, including the preparation of police reports.	Weekly
10.	Assists law enforcement in taking reports of and searching for persons reported as missing.	Intermittent
11.	Protects crime scenes from bystanders.	As Required
12.	Transports seized, found, lost, or abandoned property or evidence.	As Required
13.	Administers first aid as necessary.	As Required
15.	May assist in the training of new employees and less experienced subordinates.	As Required
16.	Testifies in court when necessary.	As Required
17.	Performs some enforcement duties as assigned.	As Required
18.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, walking, running, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Communicate in person and over the telephone or radio;
- Maintain professional demeanor during interactions with staff, customers, and the public.

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When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Quickly observe, assess, and respond to changing emergency conditions;
- Operate a motor vehicle and visit various City sites;
- Carry less lethal oleoresin capsicum “OC” for personal protections;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, hazardous physical substances, fumes, dust, and air contaminants.

CLASSIFICATION HISTORY *Created 8/13, Rev. 11/17; s001*