

City of San José
CLASS SPECIFICATION

Title: Supervising Community Service Officer (6126)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police Department	Police Lieutenant	Exempt

CLASS SUMMARY

Under general direction, performs work supervising and directing employees engaged in the Community Service Officer (CSO) Program. Prepares staffing plans and work schedules for staff engaged in non-hazardous police functions, conducting investigations, and non-enforcement related work. Assigns personnel as workloads dictate and schedules overtime as necessary. Oversees the CSO Program, performing administrative and investigative related functions. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class has full supervisory responsibility of the Community Service Officers and Senior Community Service Officers on an assigned shift or for a specialized area. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from the Senior Community Service Officer, in that incumbents of the latter class serve in a first line supervisory capacity over a segment of the operational area on a shift, or in a specialized assignment area.

QUALIFICATIONS

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

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND three (3) years of public contact experience, including at least one (1) year of experience as a Senior Community Service Officer with the City of San Jose or two (2) years of supervisory community service officer experience with another municipal public safety agency.

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

- Possess and maintain of a valid State of California Class C Driver's License; failure to possess or maintain the valid required license shall result in discipline up to and including termination of employment.
- Possess and maintain Red Cross First Aid and CPR certifications.

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; knowledge of law enforcement operations, equipment, activities, terminology, geographic locations of City, and policies; ability to present evidence and testify in a formal hearing or court of law; Citywide and departmental procedures/policies and federal and state rules and regulations.

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- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and 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 and 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.
- Building Trust – Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments and behaves in an appropriate manner.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Meeting Ethical Standards - When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy and procedures, agency values, and personal values.
- Planning - Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Supervises staff to include: prioritizing and assigning work; signing and approving timecards; conducting performance evaluations; ensuring staff are trained through CSO Academy and field trainings; and making hiring, termination, and disciplinary recommendations and any other recommendations related to the change in status of employees. Performs work of a similar nature to employees supervised.	Daily/Several Times

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2.	Performs the most difficult investigative duties; directs and oversees the work of subordinates conducting 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/Several Times
3.	Directs the collection and analysis of data; completes program management reports; recommends and assists in the implementation of unit goals and objectives; develops recommendations for improvements or modifications to the program; develops and implements data collection systems and strategies; and monitors and controls expenditures.	Daily/Several Times
4.	Prepares and reviews reports and other documentation; directs the organization and maintenance of records.	Weekly
5.	Effectively manages resources; develops and implements procedures for the unit; conducts or participates in the daily roll-call and briefings.	Weekly
6.	Directs the coordination of equipment requisitions relating to vehicles, computers, and other items relating to the community service officer functions; manages the CSO vehicle fleet.	Weekly
7.	Receives and responds to the most complex citizen inquiries; gives general assistance or directions as appropriate; explains and references policies and procedures as appropriate.	Weekly
8.	Performs routine office functions such as word processing, filing, record keeping, including the preparation of police reports.	Weekly
9.	Acts as the Liaison with other units in the Police Department. Establishes and maintains working relationships with other law enforcement agencies for the purpose of strategy and information sharing, community policing, and crime prevention strategies.	Intermittent
10.	May make presentations and speak to community groups; coordinates with schools, community groups, businesses, and other related organizations to identify needs and concerns.	As Required
11.	May testify in court as a witness or expert.	As Required
12.	Performs other related duties as assigned.	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 the ability to:

- Move between/within work areas, including but not limited to sitting, standing, running, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- 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 respond to changing emergency conditions;
- Operate a motor vehicle and visit various City sites;
- Observe and assess emerging situations;
- Be exposed to unpredictable working conditions, including but not limited to inclement weather conditions and hazardous materials.

CLASSIFICATION HISTORY *Created 03/17; s000*