

CITY OF LOS BANOS

Job Description

POSITION TITLE	COMMUNITY SERVICES OFFICER
DEPARTMENT	POLICE
EMPLOYMENT CATEGORY	REGULAR
EMPLOYMENT LEVEL	STAFF

DEFINITION

To respond to a variety of calls for service throughout the community not requiring a sworn officer; to provide inmates at the Los Banos City Jail with a healthy, clean and secure environment; to assist and relieve public safety dispatchers with dispatch and clerical duties; and to perform a variety of technical and clerical tasks in support of jail operations, facility maintenance, animal control services, and special projects.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from Police Administrators.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Book, search, release, care for and feed inmates; conduct jail security checks.
- Respond to questions from the public regarding law enforcement activities.
- Respond to, investigate and document a variety of criminal, non-criminal, and traffic related incidents, not requiring a sworn officer.
- Prepare and complete a variety of investigative and incident reports; assist with telephone and public counter inquiries.
- Coordinate and provide various public education presentations; develop outreach materials.
- Secure property and evidence.
- Assist with special events; direct traffic.
- Assist with the cleaning and maintenance of police and animal control facilities; care and feed animals housed in the City's shelter.
- Assist with dispatch duties including, but not limited to, receiving emergency and non-emergency calls from the public requesting police, fire, or other related services; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures; provide emergency medical pre-arrival instructions; coordinate emergency calls and relaying information and assistance requests involving other law enforcement agencies.
- Provide testimony in court related to assigned duties.
- Perform a variety of administrative support and data entry duties.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

- Perform other related duties as assigned.

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of record keeping and filing.
- Correct English usage, spelling, punctuation and grammar.
- Principles and practices of work safety.
- Procedures and techniques for dealing with the public in a tactful but firm manner.
- Modern office procedures, practices and computer equipment.

Ability to:

- Respond to and complete non-critical police investigations and reports.
- On a continuous basis, know and understand all aspects of police operations; intermittently analyze work papers, reports and special projects; remember accounts given by witnesses; identify vehicles; interpret and apply the operational procedures and the law to field situations; observe while in the field; problem solve field situations; and explain law to public.
- On an intermittent basis, sit at desk or in police vehicle; walk and stand during field activities; bend, squat and kneel during issuance of parking tickets; climb stairs and/or ladders while in the field; perform simple and power grasping, pushing, pulling, and fine manipulation; and carry weight of 25 pounds or less.
- Understand and follow both oral and written instructions.
- Exercise independent judgment and work without direct supervision.
- Deal tactfully with members of the public.
- Operate modern office equipment including a teletype.
- Safely drive and operate assigned vehicle.
- Care for, search, feed and monitor inmates.
- Capture, care for and feed animals.
- Prepare and maintain accurate and grammatically correct written reports and records.
- Preserve confidentiality of sensitive materials.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of a valid California Class C driver license.

DESIRED QUALIFICATIONS

- One (1) year of experience working with the public and providing customer service.
- Experience with the enforcement of municipal codes.

2/19