

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, special projects; and perform other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Services Manager and/or 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.
- Maintain revolving inventory of 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.
- 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.

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; twist while assisting in snow removal; 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.
- 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 appointment
- Equivalent to completion of the twelfth grade
- Possession of a valid California Class C driver license
- One (1) year of experience working with the public and providing customer service. Experience that included the enforcement of municipal codes is highly desirable.