

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, assists sworn personnel by handling non-hazardous support responsibilities in the Sheriff's Office, and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Community Service Officer (CSO) is a general non-sworn classification that performs a wide variety of law enforcement support tasks that do not require the exercise of peace officer powers of arrest or firearms. CSO's are assigned to the Enforcement Division, the Sheriff's Office of Emergency Services, or the City of Shasta Lake Law Enforcement Center. CSO's are paraprofessional civilian personnel utilized to augment sworn members in the performance of their primary duties enforcement, security, and investigation responsibilities. Positions in this classification are distinguished from positions designated as "sworn safety" by the lack of direct responsibility for physical restraint of prisoners, protecting life and property, apprehending criminal violators, and other duties that must be carried out by sworn personnel.

EXAMPLES OF DUTIES

Work day to day in an office setting at the assigned station. Inspects and maintains departmental emergency vehicles arranging for service and preventive maintenance and ensures that departmental vehicles are fully equipped. Maintains needed office supplies, forms and other materials as well as coordinate needed station related routine maintenance. Receives and documents counter reports and conducts routine telephonic and correspondence follow-up of "after the fact" incidents. Initiates and conducts rural and community crime prevention programs. Performs analysis of reported criminal activity and patterns for purposes of generating data for directed enforcement efforts. Assists investigators in support capacities; i.e., checks/fraud/asset forfeiture documentation and correspondence, maintain files, etc.; serves specified Civil Process and related documents; tow abandoned vehicles from public and private property; work under minimal supervision; work with tow companies and other law enforcement agencies; performs related utility duties as assigned. Many positions require shift work, and work on weekends and holidays. Supervise and train Sheriffs Cadets, monitor and evaluate their work product.

If assigned to City of Shasta Lake station, CSO will be responsible for running the business office at the Law Enforcement Center and maintain consistent business hours as outlined by the City contract. When assigned to various community work programs; under general supervision, coordinate and oversee the activities and participants of law enforcement /correctional and Citizen Patrol events/programs. This may include transportation and supervision of work release inmates.

If assigned to the Office of Emergency Services duties would include keeping the office organized; answering phones; maintains volunteer records; maintains training records; maintains all records for callouts; keeps equipment inventory; coordinates and communicates with volunteers; strictly adheres to confidentiality policy and procedures. Responsible for making

sure all OES equipment and vehicles are maintained and in usable condition. Prepares reports as necessary using Word and/or Excel. Be available for meetings and trainings for Search and Rescue. Ability to respond to critical incident callouts after hours and on weekends. Responsible for taking clear directions and making callouts to the volunteer teams. At the direction of the Incident Commander, makes sure all necessary logistics are taken care of. Responsible for documenting and keeping track of expenses related to any OES mission.

EMPLOYMENT STANDARDS

Any combination of education and experience sufficient to directly demonstrate possession and application of the following:

Knowledge of:

Modern office procedures and practices.

Incident Command System (ICS) and critical incident management response.

Ability to:

Deal tactfully and courteously with the public; perform clerical work and make simple arithmetical calculations; learn to operate a computer terminal; work effectively under pressure with frequent interruptions; exercise good judgment in making decisions according to existing laws, regulations and policies; use discretion and mature judgment in the handling of sensitive and confidential information; able to take direction and work under stressful conditions/environments; establish and maintain harmonious working relationships with other employees, allied agencies, and volunteers; manage a variety of projects on a daily basis; interact and lead volunteers and oversee day to day activities of Sheriff's Office Cadets if assigned. If needed, supervise and manage work release inmates.

If assigned to the Office of Emergency Services must complete ICS courses, and National Incident Management Systems (NIMS) courses; understand the "Mutual Aid" systems for both Search and Rescue and Law Enforcement requests; understand and work within grant guidelines; the ability to work as a team member during emergency situations within the "ICS" structure; and complete First Aid/CPR training every two years.

These employment standards are typically attained with some experience in public safety work, or general clerical work, or studies in Emergency Management.

SPECIAL REQUIREMENT

Possession of or ability to obtain, prior to employment, a Class C California Driver's License and a good driving record.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, but may vary depending on assignment. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and taste or smell. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The specific hearing abilities required by this position include distant, peripheral, and nearby, and hearing adequate to monitor various security systems and audio alarms.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, but may vary depending on assignment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles. The employee has regular contact with individuals with communicable diseases such as AIDS, HIV, Hepatitis, Tuberculosis, etc.

The noise level in the work environment is usually moderate.

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