



COMMUNITY SERVICES OFFICER

NON-SWORN

Union: CLOCEA

Salary: \$4,041 - \$4,912 per month

DEFINITION:

Under general supervision, performs a variety of non-sworn/civilian duties in support of police operations and activities; performs skilled work in the investigation, inspection, implementation, and enforcement of City codes; functions as an investigator; performs a variety of duties involved in the enforcement and communication of State and local laws, codes, ordinances, and regulations pertaining to the care, keeping, treatment, and control of animals; responds to calls and patrols the City for animal control related problems; prepares accurate records and reports pertaining to such activities; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct or general supervision from assigned supervisory or management personnel.

CLASS CHARACTERISTICS:

The Community Services Officer performs the more routine non-sworn/civilian duties and assignments.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols the City and is available to assist motorists or citizens in need of non-safety law enforcement related services; provides police visibility in the community; writes citations as directed for violations of Vehicle Code and City Ordinance sections; follows up on bicycle citations; authorizes the impound of vehicles for violations.
- Takes reports of crimes and accidents from witnesses, victims and other involved parties; conducts searches for owners of found property; assists with the collection and preservation of evidentiary material at a crime scene or in conjunction with follow-up interviews with victims, witnesses or other sources having information; makes referrals to community resources.
- Consults with and coordinates code enforcement actions with other City Departments, the prosecuting attorney, and other agencies as needed; periodically patrols or inspects an assigned area to monitor for violations of local codes, ordinances, or regulations.
- Responds to citizen complaints of potential code violations relating to signing, building occupancy, nuisances, hazardous sidewalks, housing and other conditions, construction, land use, zoning, animals, noise, dumping, clearing grading, filling, polluting, and other code related matters.

- Conducts field investigations of potential violations; gathers evidence; questions or interrogates complainants, witnesses and suspects; compares facts to code requirements; makes finding and issues warnings; correction notices, or citations.
- Meets with property owners, tenants, contractors, developers, businesses and other agencies to review and explain code requirements and violations or potential violations; monitors and secures code compliance; investigates allegations of code violations.
- Provides information and assists the public in matters pertaining to municipal code enforcement and/or provisions including zoning, land use, planning design, review, and related matters; maintains a variety of logs and records related to inspections and enforcement activities; prepares recommendations for amendments and additions to relevant codes and/or regulations.
- Investigates assigned cases (e.g. check/credit card fraud); interviews victims, witnesses and suspects; researches and collects evidence; prepares narrative reports, requests for warrants and other written materials.
- Receives and stores property and evidence; testifies in court on matters relating to chain of evidence; takes and processes photographs; may collect and transport evidence specimens from prisoners.
- Researches files/documents and prepares displays needed by officers or attorneys for court appearances; may prepare reports in support of administration projects.
- Makes presentations on crime prevention, public safety and similar topics to a variety of neighborhood or civic groups and school audiences; analyzes the crime patterns and designs programs around current community issues; designs brochures, pamphlets and materials for general distribution to residents concerning safety and crime prevention techniques; participates in community events and awareness programs; publicizes community services and resources.
- Interacts with citizens who are interested in volunteering and participating in community safety improvement efforts through informational programs regarding children identification, personal property identification issues, personal safety precautions, and becoming a community resource for problem identification.
- Performs central reception duties; assists in the Records Unit and with public counter traffic, signs off vehicle equipment correction citations; acts as courier in the delivery of materials, supplies and equipment as directed; explains the operations of the department and provides tours of the facility.
- Prepares and distribute a variety of correspondence, memorandums, notices, flyers, brochures, media releases and reports relating to code enforcement issues and actions; prepares and analyzes statistical data.
- Works with police and prosecutors to obtain written or tape recorded statements, depositions, or admissions, as needed; reviews cases being prepared for trial with emphasis on the evidentiary and legal issues crucial to successful prosecution; prepares detailed reports of activities and investigations performed; consults with prosecutors and prepares case reports for court action; testifies in court.
- Assists in obtaining, enhancing, preparing and/or presenting exhibits or other evidence in court as required; attends meetings at pertinent organizations to stay current in the field of code enforcement; educates the commercial and residential communities regarding the municipal code, ordinances and community standards; presents evidence at public hearings, hearing officer proceedings and in court; performs related duties as assigned.
- Patrols assigned areas; pursues animals by vehicle and on foot; captures and impounds unlicensed, diseased, stray, and vicious animals; snares animals using special devices; cages or secures animals; examines captured animals for illness or injury; handles and properly transports sick or injured animals to a veterinarian for medical treatment; removes dead animals from roadways and other areas using special devices; properly disposes of dead animals.
- Quarantines animals that are known or suspected of inflicting an animal bite on a person; imposes quarantine procedures and provides follow-up contact to ascertain if the animal is showing any signs of sickness or rabies.
- Investigates reports of complaints of animals creating nuisances and takes appropriate action; investigates reports of violations including inhumane care or neglect of and cruelty to animals, dog

bite incidents, and vicious dog attacks; issues citations and warnings to enforce State laws and City animal regulations; conducts investigations, interviews witnesses, victims and animal owners to determine if violations have occurred.

- Assists Police Officers and other agencies in taking pets into protective custody resulting from a death, arrest, or other emergency; captures and impounds wildlife for relocation or euthanization.

QUALIFICATIONS:

Knowledge of:

- City, county, state and federal laws and regulations pertaining to land use, zoning, building, permits, property maintenance, health and public safety, peace, animal regulations, fire and public nuisance; methods, procedures and techniques used in the identification, interpretation and enforcement of a wide variety of code violations;
- Principles and methods of research and investigation related to code enforcement;
- Effective public relations practices;
- Evidentiary requirements for courts of law;
- Applicable state and federal regulations regarding disabled access; and
- Data base software is desirable.

Skill in:

- Operating modern office equipment, including computer equipment; a radio;
- Motor vehicle safety;
- Interpersonal communication; and
- Customer service.

Ability to:

- Learn and apply State and local laws, regulations or ordinances, department policies;
- Recognize conditions that constitute municipal code violations;
- Use effective interpersonal techniques to interact with citizens and the public when explaining city health, public safety, peace, fire, traffic, zoning/land use codes and permit requirements;
- Analyze potential code violations accurately and adopt effective resolution processes;
- Research and interpret land use, zoning, planning and construction-related codes and investigations;
- Prepare comprehensive reports and deliver oral and written presentations;
- Carry out duties with a minimum of supervision; and
- Handle stressful situations and effectively deal with difficult or angry people.

Education and Experience:

A combination of education, experience, and training which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

High School Diploma or GED; two (2) years of experience, or any equivalent combination of experience and education that provides the required knowledge and abilities related to inspection, law enforcement, building inspection, land use, public administration, or a related field that would normally be obtained by previous experience involving extensive public contact requiring considerable use of tact and judgment in the interpretation and application of regulations, policies and procedures; authority to issue citations and/or revoke licenses, and performing compliance field inspections.

Licenses/Certifications and Other Requirements:

- Possession of, or ability to obtain a valid California Driver's License;
- Ability to work evenings and weekends;
- Able to pass an extensive background check;
- Ability to obtain certificate of completion of PC 832 Course – Basic Laws of Arrest; and
- Ability to obtain a California Association of Code Enforcement Officers Basic Certification within 12 months of appointment and full certification within 18 months from date of appointment. (Dependent upon assignment.)

PHYSICAL DEMANDS:

While performing the essential functions of this position the employee is regularly required to stand, walk, reach with hands and arms, climb, balance, stoop, kneel, crouch, crawls, lift and carry objects up to 100 lbs; ability to withstand frequent exposure to the weather and occasional exposure to wet and/or humid conditions, fumes and airborne particles, toxic or caustic chemicals, risk of electrical shock and vibration; ability to conduct duties in areas of unstable footing; strength, dexterity, coordination and vision to use a keyboard and computer. Periodic contact with angry and upset individuals. Independent travel throughout the area is required. Employees may be around animals that are agitated or injured, that may attempt to bite or scratch.

ENVIRONMENTAL ELEMENTS:

Exposure to conditions such as dust, fumes, odors, or noise; periodic contact with angry and upset individuals; temperature fluctuations due to both seasonal extremes and working in and out of doors. Independent travel throughout the area is required.