

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Community Services Officer	<b>Job Family:</b> V
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 8

**Definition:** To perform and assist with less hazardous law enforcement and police support duties.

**Distinguishing Characteristics:** This class is distinguished from the next highest level, Police Officer, in that the Community Services Officer is nonsworn, does not carry weapons, and performs support functions. Community Services Officers are assigned to the Field Operations and Special Operations Divisions to support patrol, abandoned vehicle abatement, crime prevention, community engagement, and other administrative functions.

**Examples of Duties:** Depending upon assigned area, duties may include, but are not limited to, the following:

1. Assist sworn personnel across divisions with enforcement and nonenforcement duties, including, but not limited to, completing routine police reports, assisting members of the public, and providing administrative support.
2. Issue warning notices, administrative citations, Vehicle Code citations, or letters to violators of city codes to effect compliance.
3. Investigate possible abandoned vehicles and effect removal if necessary.
4. Maintain accurate records of activities and take reports on abandoned vehicles, City ordinances, and related miscellaneous regulations.
5. Refer applicable cases to the City Attorney or District Attorney for complaints and appear in court as required.
6. Plan and coordinate events; represent the department at group or individual meetings with crime prevention information, education, and suggestions for reducing crime. This may include instruction, use, and deployment of the mobile command vehicle and/or vehicles with trailers.
7. Maintain up-to-date crime prevention techniques and support community engagement strategies.

**Position Title:** Community Services Officer

Page 2 of 3

8. Maintain an active liaison with homeowner groups; neighborhood, apartment and condominium associations; and local businesses.
9. Take reports involving nonhazardous situations such as burglary, missing persons, petty theft, vandalism, lost and found property, public accidents, City ordinance violations, traffic collisions, and other miscellaneous criminal reports.
10. Perform traffic and crowd control at accident scenes, crime scenes, fire scenes, special events, and traffic signal malfunctions.
11. Assist in transportation details, including assisting animal control, transportation of minors, and vehicle maintenance functions.
12. Occasionally act as relief on phones and front counter in Records.
13. Assist with presentations at schools and community meetings.
14. Assist with the department's False Alarm Program.
15. Operate computer systems and access databases, such as the California Law Enforcement Telecommunication System (CLETS), to enter, search, confirm, and retrieve a wide variety of information related to local, State, and national criminal activity and investigations.
16. Locate and interview witnesses and noncustodial suspects and assist officers in recording and reviewing statements made by victims, witnesses, and suspects.
17. Identify, protect, collect, preserve, examine, and process crime scene evidence, prepare reports, assist with investigations, and provide support services in the form of specialized and technical crime scene processing and documentation.
18. May assist in training and providing technical direction to coworkers.
19. May transport units to and from City's Auto Maintenance Shop or private vendors.
20. May process permits for applications for people and businesses where the Police Department has permitting authority.
21. Perform other related duties as assigned.

NOTE: Not all duties listed are necessarily performed by each individual in the classification.

**Minimum Qualifications:**

Knowledge of: Operating procedures of modern police department; laws, regulations, and civil and criminal statutes of the City, State, and appropriate Federal agencies; provisions of the California Vehicle Code applicable to municipal traffic and vehicle control; and crime prevention hardware/materials and basic security devices.

Ability to: Establish and maintain good community and interpersonal relations both on an individual and group basis with those contacted in the course of work; prepare neat and accurate reports; follow prescribed procedures quickly and accurately using sound judgment in crisis situations; learn and apply Police procedures, policies, and applicable laws; follow written and oral direction; operate two-way radio and computer equipment; and deal effectively with victims of crime.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Equivalent to a high school degree and one year of office or public contact work experience.

**Required Licenses or Certificates:** Valid California Driver License.

**Working Conditions:** The position requires outdoor work with light physical hazards. Community Services Officers may also be required to work varying shifts (including nights, weekends, and holidays).

Established: February 1980

Revised: January 2019

HRD/CLASS SPECS

Community Services Officer