



**City of Anderson**  
**Personnel Department**  
1887 Howard Street, 3<sup>rd</sup> Floor  
Anderson, CA 96007  
(530) 378-6646

## EMPLOYMENT OPPORTUNITY

### COMMUNITY SERVICE OFFICER

Salary Range: \$16.12 - \$21.58/Hour

Closing Date: **Open Until Filled.**

**Faxes Not Accepted.**

#### **DEFINITION**

Under general supervision, to perform a wide variety of non-sworn field and office law enforcement and animal control tasks with a significant degree of independence and accountability for results; including parking, traffic and crowd control, evidence collection, processing and maintenance, fingerprinting, registration of criminal offenders, abandoned vehicle identification and abatement, report taking, administrative and office support functions, including general office work, and crime prevention activities, and to do related work as required.

This class is distinguished from sworn police classes in that it performs law enforcement and police support duties that do not require performance by a sworn police officer.

#### **EXAMPLE OF DUTIES**

Depending on the functional area(s) assigned in the department, typical duties of a Community Services Officer include:

Performs various administrative and patrol duties in support of designated program management activities; obtains data from multiple sources; extracts data elements required; compiles and distributes contracts, reports, documents and other materials; updates and maintains specialized logs and databases including databases for monitoring and reporting technical work processes.

Serves as animal control officer; patrols city streets apprehending and confining stray, unwanted, sick, maimed, lost and found animals, or dead animals; investigates complaints, follows up on animal bite incidents, impounds domestic animals running at large in violation of the Anderson Municipal Code, issues warnings and citations to enforce State and local regulations relating to animal control; traps and captures wild or diseased animals; prepares reports and correspondence; handles service inquiries; provides advice and assistance concerning animal control problems; assists with rabies control/vaccination program; assists in the dog licensing process; responsible for maintaining animal control equipment; and performs other related animal control duties.

Provides support duties associated with the maintenance and control of police property, evidence and supplies; processes receipt of evidence and property; processes the release, auction, destruction, and delivery of property and evidence to court, laboratories and other locations; transports evidence for forensic examination and court presentation; maintains property and evidence according to law and

City prescribed policies and procedures; responds to inquiries from law enforcement personnel and the public concerning property in custody; takes lost property reports, locating and notifying owners of found or recovered property and making arrangements to facilitate return including contacting owners/victims to make appointments for pick-up; communicates with court on case status and evidence needed; testifies in court as required regarding evidence handling procedures and chain of custody.

Serves as a court and District Attorney liaison; assembles reports; submits information to other departments as required. Serves as a liaison between the Police Department and other City departments and the public; coordinates and publicizes a variety of programs including crime prevention, neighborhood watch, child safety programs and other public safety-related programs; coordinates activities and resources, including participants, facilities, training, equipment, transportation, etc.

Serves as a parking enforcement officer; patrols city streets and enforces laws and regulations applicable to non-moving vehicles; writes citations for overtime parking and illegal parking; assists in identifying and abating abandoned vehicles; assists in directing traffic and participating in special traffic control functions.

Takes and documents non-injury traffic accidents; takes and documents minor crime and non-criminal incident reports where interviewing only non-suspect victims and witnesses are required; maintains video and photo related equipment, video tape, film, photo logs, and other accessories.

Inspects and signs-off minor traffic citations; delivers court documents and serves subpoenas; testifies in court as required. Fingerprints applicants and handles fingerprinting requests from the public; fingerprints and registers criminal offenders who are required by law to register with the Police Department. Performs general clerical duties as required such as typing, filing, writing receipts for money received, processing parking citation second notices and D.M.V. notices; destruction of files as authorized by law.

Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems; attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas; responds to questions and comments from the public in a courteous and timely manner; and performs other related duties as assigned.

## **DESIRABLE QUALIFICATIONS**

Any combination of training and experience that provides the required knowledge, skills and abilities is qualifying. Typical qualifications include:

### **TRAINING AND EXPERIENCE**

Any combination equivalent to graduation from high school with some college preferred and one year experience in a position involving wide public contact and general law enforcement is desirable; no prior police experience is required; however, it is desirable for applicants to have a work history related to public service and contacts.

## KNOWLEDGE AND ABILITIES

Basic English grammar and correct English usage, including spelling, grammar, punctuation and report writing techniques. Ability to interact effectively with the public and employees. Act with resourcefulness and tact; communicate effectively with all members of the community; present public presentations; prepare concise and accurate reports; understand and carry out oral and written instructions with minimum supervision; maintain neat and accurate records; operate two-way radio equipment; operate motor vehicles; tow utility trailer; perform basic operations on standard software applications for computers; use and wear/carry on your duty belt a hand-held radio, pepper spray, cellular telephone, flashlight, and keys; deal effectively with victims of crime; and establish and maintain cooperative working relationships with other departments.

Working knowledge of the geography of the City, including the location of important buildings. Some knowledge of the organization and functional responsibilities of a Police Department and of the community services of other public and private agencies. Ability to acquire a working knowledge of various criminal and vehicle codes and police report writing requirements.

Knowledge of California Penal, Vehicle, Health and Safety, Civil Procedure, Evidence and Government Codes; substantial knowledge of police science and criminology related to the maintenance of evidence; substantial knowledge of records management and inventory control techniques; knowledge of State and local regulations relating to care, treatment, and impounding of animals; knowledge of legal provisions relating to dog licenses and fees for impounding, care, and disposal of animals; knowledge of symptoms and diseases of animals; ability to handle potentially dangerous animals in a safe manner; knowledge of State and local regulations relating to misdemeanor and infraction violations of alcohol and traffic matters; knowledge of principles, practices, methods and techniques of code violation investigation and compliance; knowledge of techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone; knowledge of techniques for providing a high level of customer service to public and City staff, in person and over the telephone; ability to use and care for common firearms, animal traps, and related devices; issue citations and make physical arrests; prepare records and reports; establish and maintain cooperative working relationships with the public; work independently and develop related programs.

## SPECIAL REQUIREMENTS

Possession of an appropriate and current California driver's license, or ability to acquire one within ten days of appointment. Must be at least 18 years of age. Felony conviction disqualifying. Ability to work shifts, weekends, and holidays required.

## TOOLS AND EQUIPMENT USED

Motor vehicle, utility truck, computers, printers, fax machines, telephones, and other office related equipment; cell phones, police radios, electronic scales, heat sealing evidence machines, catch poles, live animal traps, standard utility equipment (ladder, shovel, rake, etc.), emergency roadside flares, barricades, flashlights, pepper spray, signage, and utility (tow) trailers, duty belt, hand-held radio, pepper spray, and flashlights.

## PHYSICAL REQUIREMENTS

*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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including computers, telephones, calculators, copiers and fax machines; sit for extended periods; frequently stand and walk; operate a motor vehicle; inspect various City and residential sites; walk on uneven terrain; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; and normal manual dexterity and eye-hand coordination. This is primarily a field classification with frequent standing in work areas and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

VISION: Ability to see in the normal visual range, with or without correction, as set forth by the State of California Department of Motor Vehicles standards for safe vehicle driving. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, the ability to adjust focus, and the ability to distinguish color.

HEARING: Ability to hear in the normal audio range with or without correction.

#### WORK ENVIRONMENT

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

While performing the duties of this job, the employee regularly works in both inside and outside environmental conditions. The employee is exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may be exposed to potentially hazardous physical substances. May involve exposure to dangerous and/or diseased animals, and animals known to cause allergies.

#### **HOW TO APPLY**

**A City application form is required. A Resume may be submitted but will not be accepted in lieu of an application.** Application forms may be obtained from the City of Anderson, Personnel Department, 1887 Howard Street, Floor 3, Anderson, CA 96007. (530) 378-6646, or one may be downloaded from our website at [www.ci.anderson.ca.us](http://www.ci.anderson.ca.us).

#### **SELECTION PROCESS**

On receipt of completed applications, each candidate's education and experience qualifications will be evaluated; the selection process may consist of a qualifications appraisal, a written examination, an oral evaluation, or any combination of the above appropriate to the number of applications received. The scores resulting from the testing process will determine placement on an eligible list from which appointment(s) will be made.

## EMPLOYMENT BENEFITS

Vacation:	10 days per year; 15 days after 5 years; 20 days after 10 years.
Holidays:	14 paid.
Sick Leave:	Earned at a rate of 1 day per month.
Retirement:	PERS - Provides 2% @ age 55 for classic employees and 2% @ age 62 for new employees entering CalPERS for the first time, Supplemental to Social Security; credited sick leave. Highest 36 months. Employee pays member share.
Insurance:	Group insurance plans for employees/dependents includes life insurance, medical, dental, vision, and disability. City pays 93.3% of monthly premium plus (effective 1/1/15) one-half of rate increases. Section 125 (Cafeteria) Plan available.

**The City of Anderson is an equal employment opportunity employer and does not discriminate with regard to race, age, color, sex, religion, national origin or disability. The City of Anderson will make reasonable accommodations upon request to applicants with disabilities.**