CITY OF WILLOWS

COMMUNITY SERVICE OFFICER (CSO)

*Class specifications are only intended to present a descriptive **summary** of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs non-sworn office, field, inspection-support, prevention, and community service duties in support of the Police and Fire Departments.

DISTINGUISHING CHARACTERISTICS:

As a non-sworn, uniformed employee shared between the Police and Fire Departments, performs law enforcement support, crime and fire prevention, inspection and code-compliance support, public education, records management, and other functions that do not require peace officer powers or firefighter certification. Performs inspections and enforcement only within training, certification, and delegated legal authority.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from designated Police Department and Fire Department supervisory or management personnel, as applicable to assigned duties. Department heads coordinate assignments and priorities. Exercises no direct supervision over staff.

ESSENTIAL FUNCTIONS: (*include but are not limited to the following)*

- Responds to non-emergency calls for service; takes information from the public regarding thefts, found property, and other incidents which do not require the presence of a law enforcement officer at the scene; completes standard police reports for review by supervisor.
- Performs required follow-up functions on crime reports, such as burglaries and thefts, including evidence work such as gathering fingerprints as needed.
- During the process of taking reports, conducts interviews of witnesses, victims, and complainants; secures statements.
- Prepares and submits reports and related documentation of incidents and investigations.
- Provides traffic direction and control during accidents, incidents, road closures, and special events, as directed and within training and authorization.
- Provides information, directions, and assistance to the public in a variety of situations and assists the public with complaints.

- Drives a marked police vehicle in the performance of duties and ensures it is in proper operating condition.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Serves departmental subpoenas as authorized.
- Performs crime prevention duties by patrolling streets to observe potential criminal activities; works with the community on programs which are designed to reduce crime in neighborhoods and business areas.
- Secures crime scenes; collects and processes evidence, ensuring the chain of custody is not compromised.
- Assists with investigations of missing persons, lost children, and runaways, frauds and forgeries.
- May assist with response to property-damage-only traffic accidents within assigned authority.
- Performs parking enforcement and coordinates abandoned-vehicle abatement, including required documentation, program reporting, and reimbursement records, in collaboration with authorized personnel.
- Maintains Police Department property and evidence records and performs assigned property and evidence functions in accordance with chain-of-custody requirements.
- Coordinates and documents the annual weed-abatement program, including field observations, authorized inspections, notices, follow-up, and case tracking; seasonal emphasis generally April through July.
- Monitors vacant parcels and prominent community entry corridors year-round; documents vegetation, nuisance, and property-maintenance concerns and coordinates corrective action and enforcement referrals.
- Supports commercial fire prevention inspections, large family daycare inspections, and state-mandated R-1/R-2 occupancy inspections; conducts independent inspections or issues notices only when appropriately trained and legally authorized.
- Prepares and tracks inspection reports, compliance notices, deadlines, reinspection's, and applicable fees or penalties; refers citations, contested matters, and enforcement determinations to authorized officials.
- Administers Fire Recovery USA program records, including incident documentation and billing support; coordinates receivable follow-up with the Finance Department.
- Maintains Image Trend inspection and occupancy modules, inspection schedules, occupancy records, and related data; ensures completeness and accuracy.
- Assists at major emergency incidents with road closures, traffic and perimeter control, logistics, and other non-suppression support under incident command and applicable training and safety protocols.
- Schedules Fire Department meetings and prepares agendas, minutes, correspondence, draft ordinances and resolutions, and supporting reports as directed, consistent with applicable public-meeting requirements.

- Prepares and routes Fire Department accounts payable and receivable documentation to the Finance Department; does not independently authorize payments, establish charges, or make collection determinations.
- Enters and validates incident responses, training records, and related data in departmental systems; assists with timely required state and national reporting.
- Maintains electronic and physical records, records-retention schedules, databases, and departmental files; assist with projects, presentations, and operational documentation.
- Provides administrative assistance to City employees, fire district members, and volunteers; respond to routine requests and coordinate special projects.
- Assists with emergency medical services (EMS) credential tracking and renewals; accesses or transmits patient information only when authorized and in compliance with HIPAA, California CMIA, and City confidentiality procedures.
- Learns and uses applicable Fire Department software, including incident reporting, scheduling, inspection, financial, and office applications.
- Performs other related Police or Fire Department duties as assigned, consistent with the non-sworn classification and applicable authority.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The conditions herein 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 job functions.

Environment: Employees may work in an office or outside environment with varied noise levels, varied temperature conditions, and possible direct exposure to hazardous physical substances. Employees may interact with upset staff, public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may work nights, weekends or holidays.

Physical: Must maintain physical standards, including mobility to work in varied settings and use standard office equipment, including a computer; ability to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, via radio and over the telephone. Strength, stamina, and mobility to perform light to heavy physical outdoors and an office setting, and to operate a motor vehicle to respond to calls and transport property. The other assignments may involve walking through residences, businesses or outdoor areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator, to operate tools and equipment and during prisoner searches. Positions in this classification bend, stoop, kneel, reach, and climb to perform work within the temporary holding facility. Employees must possess the ability to lift, carry, push, and pull materials and objects of varying weights.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

- No experience required; experience in municipal public safety support, inspection or code enforcement, records management, or administrative services is desirable.
- Equivalent to completion of the twelfth (12^{th}) grade

License/Certificate:

Possession of, or ability to obtain, a valid California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

- Operations and services of small municipal police and fire agencies, including non-sworn community service and fire prevention support.
- Basic functions, principles, and practices of law enforcement agencies including crime scene investigations and evidence retention practices and regulations.
- Standard operating procedures for responding to calls.
- Methods and techniques of traffic control.
- Basic functions of the criminal justice system and court processes.
- Applicable federal, state, and local laws, rules, and regulations pertaining to assigned areas of responsibility.
- A variety of local, regional, and national databases used in law enforcement agencies.
- Police radio codes.
- Civil litigation practices and procedures including the discovery process.
- Government agency and community based organizational resources serving the needs of the homeless population.
- Methods and techniques of researching and evaluating data and information.
- Principles and practices of recordkeeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Skill and Ability to:

- Perform technical and administrative duties in support of assigned programs within the Police and Fire Department.
- Interpret and apply operational procedures to resolve field situations.
- Explain department or program operations and services to the general public.
- Ensure all work performed is compliant with established or mandated processes.
- Coordinate or collaborate services with other local government or state agencies.
- Collaborate with members of the business community, civic organizations, and the general public to provide a safe and healthy environment for citizens.
- Collect, interpret, and apply data.
- Learn radio codes and procedures.
- Generate and distribute a variety of program reports and documents.
- Compose detailed incident reports including any obtained evidence and prepare correspondence if appropriate.
- Work effectively under stress and in emergency situations.
- Serve on-call and work various shifts including emergencies, nights, weekends, and holidays.
- Learn and apply City and department policies and procedures.
- Maintain an appropriate professional appearance and demeanor by following all uniform and dress code regulations.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Complete Field Training Program
- Complete required Police and Fire Department training and maintain certifications or recertifications applicable to assigned duties, including inspections and enforcement when authorized.

ACKNOWLEDGMENT:

I acknowledge that I have read the job description and requirements for the Community Service Officer position supporting the Police and Fire Departments and certify that I can perform these functions.

_____	_____	_____
Applicant Signature	Date	Witness