

## CLASSIFICATION SPECIFICATION



**CLASSIFICATION:** Community Services Officer  
**ALLOCATION:** Sheriff  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** DSA

**ESTABLISHED:** January 1995  
**REVISED:** September 2011

---

### **JOB SUMMARY:**

To relieve sworn deputy sheriffs of non-hazardous police-related duties; acts as a liaison between the Sheriff's Department and the public to promote positive public relations for the department; establish public contacts to aid in crime prevention, community-based activities, and perform related work as assigned.

Under general supervision, incumbents in this technical level law enforcement civilian classification perform a variety of non-sworn field and administrative duties in support of law enforcement activities including, but not limited to, coordinate community crime prevention activities and meetings, performing evidence collection and property control and preparing a variety of reports and correspondence (i.e. counter and telephone reports).

This is the journey level in the community services series.

### **CLASS CHARACTERISTICS:**

This position reports directly to Sheriff's Lieutenant – Operations or Sheriff's Sergeant - Corrections.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Relieve sworn sheriff deputies by handling time-consuming, non-hazardous calls including: the preparation of check and fraud cases; providing traffic and/or crowd control for accidents, parades and other special functions; assisting with routine traffic matters; assisting in the location of missing juveniles and adults.
- Coordinate and maintain community crime prevention activities (i.e. Neighborhood Watch Program); act as a liaison between the Sheriff's Department and the general public in regards to crime prevention activities; promote and maintain positive public contacts and relations to ensure the community remains a vital part of crime prevention; make public presentations to the community and various groups about crime trends and techniques for preventing crime; provide training to community businesses, schools, residents and other governmental agencies on home safety, school safety, drug and gang recognition/prevention, internet safety, senior fraud, identity theft, vehicle burglary/theft prevention and other crime prevention activities.
- Perform follow-up coroner's casework including, making autopsy arrangements, contacting the physician(s) and making a determination as to certifying the cause of death, contacting family or next-of-kin, safeguarding and releasing property.
- Take and file initial reports of crimes from the public at the counter, over the telephone, on-site, or where there are no suspects at the call location; make follow-up calls as required; deliver emergency and non-emergency messages to appropriate personnel; contact appropriate sworn personnel to handle the more difficult situations; refer reports to sworn a deputy if immediate follow-up is required or when a suspect has developed.
- Collect, label and process evidence; take photographs; collect fingerprints, blood, hair, clothing and other samples; deliver property, evidence and documents to other locations as assigned; interview witnesses, assist with crime scene security and prepare written documentation of actions and observations.
- Act as a liaison between the Sheriff/Public Administrator and the contract attorney handling the Public Administrator requirements, or County Counsel.
- Ensure compliance with Vehicle Code requirements for conducting a hearing at the request of the register owner and/or legal owner of a towed or stored vehicle; follows a post storage authority hearing, or upon the completion of the statutorily stored period and provide a release to the registered and/or legal owner of the vehicle.
- Assist with special projects and assignments.
- Testify in court as required.
- Maintain records of work performed.
- Provide information, directions, and other services and assistance to the public; may respond on behalf of the Sheriff's Department to citizen letters.

- Photograph and fingerprint individuals as assigned.
- Perform a variety of duties to enforce specific sections of the California Vehicle Codes and Yuba County ordinances; respond to reports of abandoned vehicles and neighborhood parking complaints; proactively patrol County to enforce parking codes and regulations; identify parking violations and issue warnings and citations as applicable; tow vehicles as required; advise the general public on laws and regulations affecting parking.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May oversee adults or juveniles participating in work release and/or alternative sentencing programs and provide instruction in the proper use of tools and equipment and worksite safety; supervise them while performing building and grounds maintenance at various sites.
- Perform standard office support duties and data entry tasks.
- Use standard office equipment, including a computer, in the course of the work; drives a personal or County motor vehicle to ferry vehicles and reach meeting sites.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Methods and practices of civilian law enforcement support work.
- Local, State and Federal laws, statutes, codes, rules, regulations and procedures related to the work.
- Computer applications related to the work.
- Basic interviewing methods and principles.
- Basic principles of evidence collection and preservation.
- Principles and practices of record-keeping management.
- Principles and techniques of making effective oral presentations.
- Principles and processes for providing quality customer service.
- Techniques for dealing with the public, in person and over the telephone, often where relations may be confrontational or strained.
- Proper English usage including, grammar, punctuation, rules of composition and spelling.
- Safe work methods and safety regulations pertaining to the work.
- Standard office practices and procedures, including filing and the operation of standard office equipment.

**Skill in:**

- Obtain accurate and detailed information to complete police reports.
- Prepare, maintain, file and index a variety of reports, records and other written materials.
- Collect and maintain accurate evidence records.
- Interpret, apply and explain a variety of ordinances, rules and regulations.
- Respond quickly and effectively in difficult situations.
- Speak clearly, concisely and logically.
- Prepare accurate, clear, concise and comprehensive written reports, correspondence and other written materials.
- Operate a motor vehicle skillfully and safely.
- Understand and follow oral and written directions.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Deal successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Operate computer terminal keyboards to enter and query information.

**Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Apply institutional rules, policies and regulations to maintain safety.
- Recognize when something is wrong or is likely to go wrong
- Accept criticism and perform calmly, purposefully and appropriately in emergency and stressful situations.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.

- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Deal effectively with manipulative, hostile or antisocial behavior.
- Process a high volume of work amid interruptions.
- Comply with County, department, and division policies, procedures and regulations.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group III) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Work with exposure to heavy traffic and varied weather conditions.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment, and maintain valid California Class C driver's license.

**Special Requirements:**

- Work off-hours, night, weekend and/or holiday shifts.
- Successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting.
- Successfully complete a medical and psychological examination.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from high school and two (2) years of related administrative experience requiring frequent public contact and the interpretation of codes, rules and regulations equivalent to the County's class of Sheriff's Records Clerk or Evidence Technician.

**PREFERRED:** In addition to the minimum, possession of an Associate's Degree with major course work in administration of justice, criminal justice, law enforcement or a field related to the work and possession of a P.O.S.T. Basic Certificate and up to four (4) years of responsible administrative experience in a public safety agency.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Sheriff Approval: Jerry Read  
Date:

EEOC: F  
WC: 9410

Human Resources Approval: Iva Seaberg  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_