

**POLICE DEPARTMENT
COMMUNITY SERVICE OFFICER**

GENERAL DUTIES: Under the general direction of a Police Sergeant provide general assistance to the operations and support services divisions. Incumbents in this job classification may be assigned to work in a specialized unit. Assignments may include, but are not limited to the following: patrol operations, animal control, D.A.R.E. program, crime prevention, volunteer program, graffiti abatement, and neighborhood outreach and revitalization services. Employees assigned to work in the Patrol unit may also assist with traffic services and enforce State and local parking ordinances, process citations issued, and perform other traffic-related services.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City or department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. May temporarily be assigned to a specialty unit for a period of time as determined by the Police Chief. Specific assignments may include patrol operations, animal control, D.A.R.E. program, crime prevention, volunteer program, community awareness, graffiti abatement, and neighborhood revitalization and traffic services. Employee may present information to varied audiences including pre-school students, business personnel and citizens. Specific duties may include, but are not limited to teaching various educational programs such as D.A.R.E., child safety, bike safety, neighborhood watch, etc. Employee may coordinate the use of volunteers in various City programs.

2. Promptly and courteously answer inquiries from the public, either by phone, in person at the front counter, in the field or by mail.
3. Respond to pages, radio, and telephone dispatches.
4. Assist in the maintenance of files and indexes.
5. Properly operate, care for, and maintain department equipment and supplies.
6. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
7. May prepare administrative reports and conduct research into law, policies, and related matters. May make recommendations for updates to department policies and procedures.
8. May be required to process reports and perform data entry work on the computer.
9. May attend department briefings and Council meetings, as required.
10. May perform animal control duties.
11. May investigate reports of minor offenses, accidents, and damage to property and prepare reports relating to such incidents.
12. May serve subpoenas.
13. May provide first aid.
14. May be required to assist in property and evidence collection and processing. May transport evidence to the crime lab.
15. May fingerprint and photograph citizens and employees, as required.
16. May be required to monitor in-custody juveniles.
17. May process citations issued, and perform citation sign-offs, as requested.
18. May note and report traffic hazards and assist in controlling traffic at scenes of emergencies and accidents. May conduct funeral escorts as needed.
19. May enforce the California Vehicle Code and Gilroy Municipal Parking Ordinances on public and private property.
20. May coordinate the Abandoned Vehicle Abatement Service Authority (A.V.A.S.A.) program and attend regularly scheduled meetings as required.

21. May assist the Code Enforcement Officer, B.L.E.S staff, Planning staff and the Neighborhood Resources Unit with abandoned vehicle abatement and parking issues.
22. May coordinate with the California Highway Patrol, local schools, wrecking yards and businesses and arrange the storage and relocation of abandoned and/or hazardous vehicles. May initiate and process all documentation relating to the location, identification, tagging and removal of abandoned and/or hazardous vehicles.
23. May oversee the City's towing contract agreement to ensure compliance with City standards, which includes verification of driver eligibility and completion of appropriate documentation.
24. May oversee taxicab company operations to ensure compliance with City and State standards, which includes verification of driver eligibility and completion of documentation.
25. May assist and coordinate the set-up and execution of the City's physical agility testing.
26. May participate in training programs.
27. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Reading, understanding, interpreting and complying with City Rules and Regulations and Department Policies and Procedures.
2. The use of computer systems.
3. Safely operating department equipment.

KNOWLEDGE: Knowledge of:

1. Laws, codes and ordinances relevant to assigned duties.
2. General knowledge of the criminal justice system and DOJ standards of confidentiality.
3. Management structure of municipal government.
4. English usage, spelling, grammar and punctuation.
5. Department and City Policies and Procedures.

ABILITIES: Ability to:

1. Participate and apply related training in the performance of job duties.
2. Perform special assignments in alternate units as assigned.

Community Service Officers (CSO) may be exposed to the following physical and environmental demands:

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments may include the following:

1. Computer, keyboard and monitor
2. Laser-jet or ink jet printer
3. Telephone or cell phone
4. Pager
5. Copier
6. Print kit
7. Calculator
8. 10-key adding machine
9. Facsimile machine
10. Typewriter
11. Paper shredder or cutter
12. Two-way radio
13. Patrol car
14. Transportation van
15. Animal control vehicle and equipment
16. Radar trailer and equipment
17. Specialized computer software
18. Car radio
19. Gasoline pumps
20. Bullet proof vest (optional)
21. Disposable gloves
22. Bite-baton
23. Flashlight
24. Uniforms
25. Chemical agent weapons
26. Citation books, report forms, pencils and pens
27. Camera, tape recorder, video camera
28. Keys to a variety of City locks
29. Presentation equipment, microphone, easel, overhead projector, VCR, television

ADDITIONAL COMMENTS:

The work of CSO's may be dangerous. Employee may start in a seated and docile position and then respond in a highly energized position, and then return to a docile position. The job may be very fast paced and may require quick changes within a short period of time.

PHYSICAL DEMANDS:

1. **Standing:** Typically, employee will stand while taking police reports, communicating with citizens and directing traffic. They also stand at the scene of traffic accidents and crime investigations. Employee may stand while confronting suspects/citizens during the normal course of duty.
2. **Walking:** Typically, employee will walk while going to a home, business or site of an incident or criminal investigation. Employee may walk while returning to their patrol car or when in the Police facility or at the Neighborhood Services facility. Employee will walk when filing reports, attending briefings or training.
3. **Sitting:** Typically, employee may spend a great deal of time sitting and driving a patrol car or other City vehicle. Employee may also sit while attending training or performing office tasks and/or writing reports.
4. **Stooping/Bending:** Typically, stooping and bending are necessary if the employee is performing animal-control duties, evidence-technician duties, moving supplies, attempting to locate vehicle identification numbers or other pertinent information.
5. **Lifting:** Employee may have to lift animals and transport them to a holding facility. Employee may lift items such as evidence or recovered stolen property such as television sets, computers, stereos, bicycles, or car parts on occasion.
6. **Carrying:** Employee may have to carry animals when transporting them to a Police van or vehicle before delivering them to a holding facility. They may also carry equipment on their duty belts, which may weigh up to 10 pounds when equipped with a portable radio, bite-baton, or flashlight. This extra weight increases the fatigue factor while on duty. Employee may need to carry barricade equipment, car video equipment, spike strips, briefcases or other materials.
7. **Pushing/Pulling:** Pushing or pulling may occur when dealing with uncooperative animals or when preparing a vehicle for towing.
8. **Balancing:** Employee may need to balance while walking on a roof, fence or when climbing over and around vehicles. Employee may have to climb a ladder during the course of an investigation or stairs when visiting a business or when working at the Police station.
9. **Climbing:** Employee may have to climb fences and ladders while performing evidence collection or animal-control duties. They may have to climb over and around vehicles and may have to climb stairs when visiting a business site during an investigation or when working at the Police station or Neighborhood Services office.
10. **Twisting/Turning:** Twisting and turning might occur when searching buildings and vehicles for evidence or other information.
11. **Kneeling:** Kneeling might occur while attempting to apprehend an animal or may be necessary in the identification and collection of evidence at a crime scene or when trying to obtain vehicle identification.

12. Reaching: Reaching may be involved when restraining an animal or during an investigation of a crime scene. Reaching may also be involved in the process of preparing to tow an abandoned vehicle.
13. Manual Dexterity: It is necessary for employees to demonstrate manual dexterity in many instances such as when handling animal control tools, mace, evidence, radios, lockout/tagout tools, etc.
14. Speed: Typically, employee works at his/her own pace. However, when assigned an urgent/emergency call for service or when circumstances dictate, employee may need to respond as quickly as possible and then be able to complete the call and be available for service. In addition, speed in running or walking may be needed in the pursuit of animals or when assisting at an accident or crime scene.
15. Running: Employee may be required to run when performing animal-control duties. Employee might also run to come to the aid of a victim or fellow officer.

ADDITIONAL COMMENTS:

Under typical office conditions, employee will perform many of the physical activities listed above, but with emphasis on office-related activities such as handling files, books, binders, and sometimes boxes of work-related material.

SENSORY DEMANDS:

Under typical office conditions, employee will utilize these senses while using a personal computer, Police Department computer, typewriter, telephone, fax machine, copier, adding machine or calculator, paper shredder camera, two-way radio, automobile, etc.:

1. Seeing: Employee requires good (color) vision as part of the job. Employee needs the ability to survey and assess any given situation and be alert at all times. For example, when searching for weapons, identifying a suspect, verifying the description of a vehicle, etc. Peripheral vision is required in this type of work. In addition, employee must possess a full spectrum of color vision in order to differentiate vehicles, clothing descriptions, drugs, chemicals, etc.
2. Talking/Hearing: Employee is required to have the ability to talk and hear since they must be in constant communication on their two-way radios with the Police communication center. In addition, employee must be able to effectively communicate with fellow employees or citizens, whether it is in person, on the radio, or by phone. Employee may need to know the police radio code system and be able to listen and write at the same time.
3. Touching: Employee may need the ability to distinguish contraband or other materials when performing a search of a vehicle or when preparing a vehicle for removal and storage. Employee may need to identify certain items such as guns, drugs, needles, etc.

4. Smelling: Employee may need the ability to smell and sense odors in the event of a fire or during the search of facility such as a drug lab or other illegal operations. Employee may need to detect the presence of gasoline or other substances when assisting with an investigation or during the course of a vehicle search or when preparing to remove and store an abandoned vehicle.

ENVIRONMENTAL CONDITIONS:

1. Employee may spend a great deal of time in a patrol vehicle when working to identify and investigate abandoned vehicles. Employee may be assigned to a special unit which may require them to work inside at a desk a majority of the time, as well.
2. Temperature/Weather: Employee may be exposed to all types of weather conditions, either during the day or night. It is not uncommon to be exposed to very cold, damp or rainy conditions or very hot and dry conditions. Employee may work in the early morning or late evening when responding to calls.
3. Noise/Vibration: Employee may be exposed to the noise of police radios and sirens. Very often, employee may patrol with the car windows down in order to hear outside sounds, such as cries for assistance.
4. Hazards:
 - a. Mechanical: There is a possibility of being hit by an automobile when performing animal-control or traffic control duties.
 - b. Electrical: Employee may respond to a call for assistance when there is an electrical line down and may be exposed to the possibility of electrical shock.
 - c. Burns: Employee may be exposed to small burns resulting from the lighting of flares at the scene of traffic accidents.
 - d. Explosives: Employee may be exposed to explosives when assisting with the evacuation of a building during a bomb threat or other criminal investigation.
 - e. Other: Employee stands the risk of being shot and/or assaulted. Employee may come into contact with a variety of unknown drugs, which may enter the system by inhalation or through skin pores. Employee may also be exposed to contagious diseases through contact with infected persons. Diseases may be transmitted to the employee by exchange of body fluids such as blood, urine, feces, vomit, saliva, etc. These instances may occur when attending to a traffic accident, being bitten by an infected suspect or animal, or by providing mouth-to-mouth resuscitation to a victim or fellow officer. Employee may be physically injured or assaulted during a confrontation with a suspect, citizen or animal.

ATMOSPHERIC CONDITIONS

1. Fumes: Employee may be exposed to fumes in industrial areas, from automotive exhaust and while in contact with individuals who smoke.

2. Mist: Employee may be exposed to early morning mist while working a patrol assignment.
3. Gases: Employee is often exposed to the odor of gasoline and carbon monoxide, while at accident scenes or while refueling a police vehicle which must be done on each shift.
4. Ventilation: As indicated, employee may work in a patrol car with the window open or with the air conditioning or heater running.
5. Odors: Employee is exposed to many odors while patrolling industrial areas.
6. Dust: Employee is exposed to normal and environmental dust throughout his/her career.

FLOOR SURFACES:

Employee may stand on a variety of surfaces while performing his/her duties. These surfaces include but are not limited to cement, asphalt, dirt, uneven dirt fields, uneven surfaces, gravel, linoleum, tile, and carpet. In addition, surfaces may be slippery and conditions may be undetectable due to the presence of rain, mud, oil, chemicals, bodily fluids, or other substances.

REQUIRED TRAINING, EXPERIENCE, AND QUALIFICATIONS:

1. Possess a high school diploma or GED.
2. Prefer a minimum of one (1) year of full-time work experience in Public Service.
3. Work an assigned shift with varied days and/or hours; may be required to work holidays and weekends.
4. Be at least 18 years of age.
5. Pass a physical agility test.
6. Be able to meet the current medical standards for a CSO and be free from any physical condition which might adversely affect the exercise of power as a CSO.
7. Pass a Peace Officer Standards and Training (POST) background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, and an FBI check
8. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
9. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
10. Pass all required department training.

11. Possess and maintain CPR and First Aid Certificates within six (6) month of hire.
12. Prefer bilingual (English/Spanish).
13. Prefer a non-tobacco user.