



**CITY OF HAWTHORNE
POLICE DEPARTMENT
COMMUNITY SERVICES OFFICER
Classification Specification
(Classified)**

JOB SUMMARY

The Community Services Officer works under general supervision, performs a variety of routine, non-hazardous law enforcement support duties at the police station and in the field; incumbents may be assigned to front desk, non-emergency field services or traffic control; and does related work as required and necessary

SUPERVISION RECEIVED

The Community Services Officer is a non-sworn employee assigned to the Police Department; who reports to either sworn safety officers of any rank, or non-sworn supervisory employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Community Services Officer. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- Prioritizes work and performs multiple tasks simultaneously with numerous interruptions.
- Receives incoming customer telephone calls, determines their nature and urgency, coordinates an appropriate response or refers them to other persons in the Department and the City; and works with customers at the front desk.
- Responds to inquiries and requests for information, scans and profiles documents into the document imaging system, reviews, routes and distributes reports to appropriate destinations and operates under deadlines.
- Investigates minor incidents, property damage traffic accidents, and abandoned vehicles; impounds abandoned vehicles.
- Patrols assigned area to enforce parking laws and regulations; issue parking citations;
- Prepares and completes miscellaneous police reports to document incidents for court fillings or for administrative hearings.
- Prepares and maintains various records and statistical reports.
- Participates in crime prevention education activities and conducts meetings of community groups.
- Monitor public safety radio frequencies, video security equipment, and telecommunications systems on a daily basis.
- Contact appropriate agencies such as utility companies, school districts or other law enforcement agencies in case of emergency to relate information as directed.
- Contact after-hours public works emergency service when needed to relay information from the public.
- May be called upon to testify in court.
- Orders and maintains supplies.
- Patrols an assigned area to enforce all parking laws and regulations.
- Performs related traffic control and crowd control duties as directed.
- Follows all applicable safety rules and regulations.

- Works cooperatively with co-workers, City staff and management team, exercise tact and good judgment to achieve positive results for the organization with diplomatic skills and ethical conduct.
- Works and coordinates efforts with other staff, city departments and outside agencies, as needed.
- Will work Shift work, evenings, holidays and weekends.
- Assists detectives, traffic and patrol officers as directed; and
- Performs other related duties as required and necessary.

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from high school or G.E.D.; AND
- Two (2) years of experience in a position requiring public contact in an area such as customer service.
- Experience working for a police department is highly desirable.
- Or a combination of education and/or experience that clearly demonstrates the abilities necessary to perform the job.

Licenses, Certificate and/or Special Requirements

- A valid California class "C" driver's license, safe driving record, and proof of insurance are required at the time of appointment.
- State of California Custodial Officer certification is highly desirable.
- Certification as per section 832 of the California Penal Code is highly desirable.
- Must successfully complete a background investigation and/or polygraph examination.

QUALIFICATION

Knowledge, Skills and Abilities

- Ability to follow written and oral instructions.
- Knowledge of public relations principles;
- Acquire a working knowledge of criminal and vehicle codes and differentiate between crimes and torts.
- Obtain information through interview and observations.
- Ability to work independently with limited supervision in the field;
- Write clear, concise reports.
- Handle calls, questions and complaints in an appropriate manner.
- Skill in communicating rules and regulations to a varied population verbally and in writing
- Analyze situations quickly and objectively.
- Cope with emotional situations firmly, courteously and tactfully.
- React quickly and calmly to emergency situations.
- Maintain and keep records in an accurately form.
- Operate computer and typewriter.
- Read, understand and interpret codes, regulations, and departmental policies.

- Knowledge and skill in operating vehicles, equipment and tools necessary for the performance of this job.
- Ability to learn the organization and functional responsibilities of the City departments, community services and organizational units within the Police Department.

PHYSICAL DEMANDS

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 accommodation may be made to individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may frequently walk and/or drive to specific locations; use and reach with hands, arms above and below shoulder level, use hands and fingers to handle and operate objects, tools and/or controls. The employee is frequently required to walk, stand, stoop, kneel and use arms, legs and back to occasionally lift and/or move up to 35 pounds. Sit while performing duties. Bend, and squat during the course of job and be able to exit vehicle many times during the course of job. Vision abilities required by this job include close vision, depth perception, night vision and the ability to adjust focus. Employee must be able to accurately perceive sounds. Noise levels are moderately to loud when outdoors.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this classification. Depending on the assignment, the employee performs work indoors in a secure location and outdoors may be exposed to variable weather conditions.

FLSA Status: Non-Exempt
Bargaining Unit: HMEA
Civil Service Status: Classified

Revised: December 2022
CSC Approved: December, 2022