

CITY OF IRWINDALE

COMMUNITY SERVICES OFFICER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direct supervision, performs the functions of a Dispatcher/Clerk and other non-sworn police functions; assists in patrol when necessary and interacts with the community daily; performs related duties as assigned.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Answers phones and serves subpoenas.
2. Assists at the public counter by answering basic questions, making copies of reports, and gathering information.
3. Fingerprints applicants, independent contractors, volunteers, and interns.
4. Operates police radios and the computer dispatch system.
5. Updates and retrieves information from the records management system.
6. Conducts authorized searches for records and cases.
7. Assembles, reviews, and distributes crime reports, arrest reports, citations, misdemeanor and felony case files, and related documents for investigation and/or prosecution.
8. Receives reports, complaints, and requests for service from the general public, in-person, in the field, telephonically, and electronically; refers and directs inquiries and follows up with appropriate parties and provides pertinent data as authorized by laws, codes, and regulations.
9. Types, files and prepares reports and logs, including non-emergency criminal reports.
10. Updates parking citations in the records database; sends reminder notices, and sends reports to the Department of Motor Vehicles (DMV) on holds and releases.
11. Performs miscellaneous tasks like transporting vehicles for maintenance, distributing mail, etc.
12. Directs traffic and takes minor traffic reports.
13. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic math.

Principles and practices of customer service.

English spelling, grammar, and punctuation.

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Ability to:

Learn and apply police records management and retrieval practices, codes, and terminology.
Organize, research, and maintain technical and administrative files.
Enter data into computerized police records management systems.
Interpret guidelines and release police data to authorized individuals.
Operate modern office equipment including computers and applicable software applications.
Organize tasks, set priorities, and meet deadlines.
Work independently.
Follow oral and written instructions.
Adhere to safety procedures, work standards, and operating procedures.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Previous clerical work is desirable.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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 these essential job functions.

Environment: Work is performed in an office and emergency services dispatch center setting with extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.