## POLICE COMMUNITY SERVICE OFFICER

## **DEFINITION**

Under supervision to assist in the provision of a variety of police services including report writing, public counter requests, community programs, workshops, and lectures in such crime prevention areas as burglary prevention, neighborhood watch, home security, rape prevention, and shoplifting; to perform a variety of office support and related duties; to assist in the preparation and distribution of crime prevention materials; and to perform related work as required.

## **EXAMPLES OF DUTIES**

Assists in the provision of crime prevention services to the community; assists in setting up meetings and arranging for lectures and work shops; makes arrangements for use of facilities for public distribution of newsletters, crime warnings, pamphlets, manuals, audio-visual productions, and press releases; takes fingerprints; gathers and assembles crime pattern data for distribution and further analysis by law enforcement staff; operates audio-visual and other equipment during presentations; assist in the preparation and delivery of a variety of lectures and workshops; arranges for and conducts home inspections and commercial surveys; monitors citizen compliance with alarm ordinances and rules; gathers and assists in preparation of a variety of statistical reports and summaries; prepares non emergency reports, both in the field and at office locations, assists the public regarding inquiries for service at the public counter; operates police radio and telephones to communicate with citizens and other emergency services personnel; performs a variety of office support duties such as document preparation, word-processing, data entry, copying, filing, and telephone answering; makes deliveries and pickup of materials, supplies, and equipment; assists in the scheduling and delivery of emergency vehicles for repairs and maintenance.

# **SPECIAL REQUIREMENTS**

Possession of an appropriate California driver's license.

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#### **EMPLOYMENT STANDARDS**

# Knowledge of:

- Basic office operations and practices.
- Community organizations and resources.
- Principles of an effective public relations program.
- Computer terminals and PC operation.

#### and

# Ability to:

- Meet the public and communicate basic information about crime prevention and other police programs.
- Operate, maintain, and service a variety of audio-visual aids and equipment.
- Understand and carry out oral and written directions.
- Prepare a variety of reports and presentations.
- Effectively represent the community services functions with concerned individuals, organizations, and other governmental agencies.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

### and

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and abilities would be:

Education: Graduation from high school or G.E.D. is desirable.

Work Background: Previous work experience involving public contact and performance of basic office support duties is desirable.

August 1992 July 1996 (Res. 96-89)