



# Town of Moraga

## Community Services Officer

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specification ***may not include all*** duties performed by individuals within a classification. In addition, specifications are intended to outline the ***minimum*** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**Established:**  
**Revised:** January 22, 2014  
**Employee Group:** Moraga Employees Association  
**FLSA Status:** Non-Exempt

### **CLASSIFICATION DESCRIPTION**

#### **Purpose**

Under general supervision, the Community Services Officer performs a variety of routine tasks in the field and office related to crime prevention, complaint and crime reports, evidence collection and storage, and vehicle abatement; booking and transportation of prisoners; and performs related tasks as required.

#### **Distinguishing Characteristics**

This is a non-sworn, civilian para-professional class assigned to the Police Department to perform a variety of police related tasks. Incumbents wear uniforms but are unarmed. Incumbents receive general supervision from a Police Lieutenant. This class has considerable public contact requiring the exercise of tact, good judgment and a high degree of confidentiality.

#### **Equipment, Methods and Guidelines**

Uses Federal, State, County, and local rules and regulations; motor vehicle; personal computer for police records processing and reports, communications, time card entry, and similar applications; radio, printer, copier, telephone, and personal protective equipment; investigative and identification equipment.

#### **Working Conditions**

Exposure to dangerous persons, firearms, bodily fluids, hazardous materials, and noise; running, walking, crawling, climbing, stooping and lifting. Work in an emergency peace control environment and emergency response. Work may involve inconsistent work schedules and may include work during weekends, holidays, and overtime as required.

#### **Supervision Received and Exercised**

Technical and functional supervision may be provided by sworn police personnel.

## **EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

1. Serves as the property officer for the department, collecting, processing and preserving property.
2. Notifies property owners.
3. Legally disposes of property.
4. Maintains records related to property management and disposal
5. Processes and files routine reports and correspondence such as traffic counter reports, vandalism and found property.
6. Investigates abandoned vehicles.
7. Responds to citizen concerns by telephone and mail.
8. Responds to citizen requests for information and assistance.
9. Gathers data and prepares statistical reports.
10. Performs fingerprinting and photography duties and related record keeping.
11. Makes public presentations on crime prevention and other related subject matters.
12. Conducts prisoner searches.
13. Assists officers in witness and crime scene searches.
14. Inputs and retrieves data in computer systems.
15. Assumes duties as assigned in the Emergency Operations Center.
16. Performs a variety of other non-sworn police officer tasks in the field and office as required.

## **QUALIFICATIONS**

### **Age**

Eighteen (18) years of age or older.

### **Knowledge of:**

- Public relations.
- Correct English usage.
- Recordkeeping procedures.
- Basic research and statistical methods.
- California Vehicle and Penal Codes and procedures.
- Personal computers and computer software and systems.

### **Ability to:**

- Follow written and oral instructions.
- Communicate clearly both orally and in writing.
- Maintain accurate records.
- Learn legal guidelines pertaining to maintenance and control of evidence.
- Learn the policies, procedures and methods of the Police Department.
- Learn to operate required equipment (e.g., radios, cameras, computers, breath test simulators and other job related equipment).
- Learn principles and practices of armory control and maintenance.
- Respond quickly and effectively in different situations.
- Meet and work effectively with the public and other Town employees.

### **Education and Experience**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. Generally, this will require:

- Education: High school diploma or equivalent.
- Experience: Two (2) years experience working with the general public in customer service, including one (1) year experience with recordkeeping duties. Work experience in law enforcement or related agency is desired.

**License or Certificate**

Failure to possess or maintain the valid license shall result in discipline up to and including termination of employment. This classification requires the ability to travel independently within and outside of Town limits.

- A valid California Driver's License and a satisfactory driving record are conditions of initial and continued employment.