

Community Service Officer

Open Competitive Examination

THE POSITION

The City of San Fernando is seeking an experienced and responsible professional to become a Community Service Officer in our Police Department.

Under general supervision, enforces parking regulations on streets and city parking lots; assists regular officers in the disposition of calls not requiring immediate law enforcement response including automobile accidents; serves subpoenas; and performs related duties as assigned.

IMPORTANT & ESSENTIAL DUTIES

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

- Patrols city streets, parking lots and neighborhoods to enforce parking control laws and regulations: identifies vehicle and parking control illegalities and determines, writes and/or issues citations or warnings in accordance with City/state laws, regulations, ordinances and procedures; patrols daily street-sweeping routes and issues citations to parked vehicles impeding street-sweeper routes.
- Interacts with the public on an ongoing basis; receives, researches and responds to parking/vehicle enforcement questions, issues and complaints; provides information to the public on parking regulations, ordinances and citations; reports traffic accidents, traffic hazards, and graffiti.
- Responds to customer complaints and conducts field investigations of abandoned and inoperative vehicles, vehicles with multiple violations and other vehicle code violations; issues warnings and citations; coordinates the towing and impounding of abandoned/inoperative vehicles or vehicles in violation of other codes and ordinances.
- Services and maintains parking control equipment and vehicles; cleans and fuels assigned City vehicles; monitors proper functioning of parking control equipment.

IMPORTANT AND ESSENTIAL DUTIES (continued)

- Makes oral presentations to businesses, community organizations and neighborhood watch groups to explain parking rules/regulations, community services/programs, and the procedures for obtaining services; assists with special events and community outreach activities.
- Enters, modifies, updates and retrieves computer data; maintains records and prepares reports.
- Assists sworn officers in the field with traffic control; may conduct vehicle inspections.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- State/City vehicle and parking laws, codes, ordinances, and practices.
- General functions, operations and activities of a police department.
- Standard office practices and procedures, including recordkeeping and filing.
- Customer service practices and telephone etiquette.
- Various computer system protocols and administrative rules regarding access; use and dissemination of data contained in various computer systems.
- Safety policies and safe work practices
- Uses and operations of scanners phone systems, computers, standard business software and specialized database/spreadsheet applications.

Ability to:

- Interpret, apply, explain and enforce applicable laws, codes, and ordinances related to motor vehicle/parking control.
- Prepare clear and accurate police reports, documents, data entries, and files.
- Analyze situations and adopt effective and responsible courses of action.
- Operate a police radio and use a variety of computer-based systems
- Maintain highly confidential information.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to:

- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Exercise tact and diplomacy in dealing with sensitive/complex issues, situations and upset individuals.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Understand and speak Spanish is highly desirable.

EXPERIENCE & TRAINING GUIDELINES

A typical way of obtaining the knowledge, skills and abilities would be the following:

Experience:

- One (1) year of police clerical support or providing assistance or information to the public. Successful completion of the Police Junior Cadet program may be substituted.
- Public agency experience is preferred.

Training:

- High School graduation or GED equivalent is required.

Special Requirements:

- Must possess a valid California Class C driver's license along with car insurance on appointment and as a condition of continued employment.
- May be required work various shifts such as weekends, and holidays as needed.

Physical Requirements:

Essential duties require the following physical abilities and environmental conditions:

Ability to sit and stand for long periods; walk, kneel, reach with hands and arms, twist, lean, and climb; frequently required to lift up to 25 pounds unaided; required to talk and hear in person and by telephone and radio; works under moderate level of noise; occasionally exposed to biological hazards and disease/infestations; and may be exposed to disturbing or violent language and behavior.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

COMPENSATION & BENEFITS

SALARY RANGE: \$50,028 – \$61,944 per year

RETIREMENT: Public Employees' Retirement System (PERS), 3% at 60 or 2% @ 55 for Classic members (depending on hire date); 2% @62 for PEPR members. Both are integrated with Social Security. City pays full portion of employee's share, while employee pays partial portion of City's share of PERS for Classic members only.

MEDICAL INSURANCE: As part of a full flex Cafeteria Plan, effective January 1, 2022, employee receives a monthly flex dollar allowance (\$970.08 Single; \$1,672.40 Two Party; and \$2,247.52 Family) to apply toward Medical, Dental and Vision benefits offered through the City's insurance plans for employee and eligible dependents.

LIFE/AD & D INSURANCE: The City pays for a \$50,000 term life/AD&D insurance policy. Additional voluntary purchase (at a group rate) of up to \$100,000 for employee, \$25,000 for spouse, and \$10,000 for each child, with no medical questions asked.

VACATION LEAVE: Accrual varies based on years of service, and ranges from 11 days (88 hours) per year for 0-4 service years to 21 days (168 hours) for 15 service years or more.

BEREAVEMENT LEAVE: 3 days paid following the death of an immediate family member, and 1 day paid following the death of an extended family member.

SICK LEAVE: 12 days per year with a maximum accumulation of 100 days (800 hours).

HOLIDAY: 13 Paid holidays per year.

BILINGUAL BONUS: \$100 Bilingual pay per month to eligible employees.

UNIFORM ALLOWANCE: \$300 per year for all now-sworn personnel in the Police Department. Uniforms are provided and replaced for unit employees as required by the Department.

OVERTIME: Paid or accumulated compensatory time at time and one-half. Overtime paid after 40 hours per week based on a 40-hour work week. Maximum accumulation of comp time is 100 hours.

CALL BACK TIME: Any general employee called back to work other than as a continuation (immediately preceding or following) their regular established work schedule will be compensated at a rate of pay equal to one and one-half times their regular hourly pay. Minimum of 3 hours applies

TUITION REIMBURSEMENT: City shall reimburse tuition for approved courses up to a maximum of \$3,000 per fiscal year. Employee shall first verify through their Department Head that there's enough fund allocation in the budget for this team.

APPLICATION PROCESS

All interested applicants must complete a City application. The Personnel Division must be in receipt of the completed application prior to the announced filing deadline. Resumes in lieu of applications, incomplete applications and late applications will not be considered.

In compliance with the Immigration Reform & Control Act of 1986, all new employees must verify identity and entitlement to work in the United States by providing required documentation.

All employment offers are conditional based upon the successful completion of a medical examination and drug screen performed by the City's designated physician, at City expense.

You may pick-up an application at San Fernando City Hall (117 Macneil Street, San Fernando); **OR** via email (personnel@sfcity.org); **OR** you may download an application online (SFCITY.ORG/Hiring-Now)

Please forward all correspondence and questions to:

**City of San Fernando-Personnel Division
117 Macneil Street, San Fernando, CA 91340
(818) 898-1221**

ABOUT THE CITY

Only 23 miles north of downtown Los Angeles, the City of San Fernando is nestled at the foothills of the San Gabriel Mountains in the San Fernando Valley. Incorporated in 1911, San Fernando has a population of approximately 25,000, and is a diverse, family-oriented community of about 2.4 square miles.

The City of San Fernando is a full-service General Law City with in-house Police, Public Works, Finance, Community Development, Recreation and Community Services, City Clerk and Administration departments. The City contracts for fire services with the City of Los Angeles. The City is governed by a five-member City Council who serves four-year terms, with a Mayor appointed every year, on a rotating basis, by a majority vote of the City Council.

The City of San Fernando does not discriminate on the basis of race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or other legally protected status in employment or the provision of services. The provisions of this bulletin do not constitute a contract, expressed or implied, and any provisions contained herein may be modified or revoked without notice.

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INVITES APPLICATIONS FOR

Community Service Officer

Open Competitive Examination

SALARY

\$50,028 - \$61,944 Per Year

FILING DEADLINE:

**OPEN UNTIL FILLED
APPLY IMMEDIATELY**

**FIRST REVIEW:
FRIDAY, SEPTEMBER 2, 2022**