

COMMUNITY SERVICE OFFICER

THE POSITION

The City of San Fernando is seeking an experienced and responsible professional to become a full-time 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

The duties listed in this bulletin are intended only as illustrations of the various types of work that may be performed. The complete job specification may be found here: SFCITY.ORG/Hiring-Now/#Job-Specs

- 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.

IMPORTANT AND ESSENTIAL DUTIES (continued)

- Services and maintains parking control equipment and vehicles; cleans and fuels assigned City vehicles; monitors proper functioning of parking control equipment.
- Makes oral presentations to businesses, community organizations, and neighborhood watch groups to explain parking rules and regulations; assists with special events and community outreach activities.
- Assists sworn officers in the field with traffic control; may serve subpoenas; 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.

Ability To:

- Interpret, apply, explain and enforce applicable laws, codes, and ordinances related to motor vehicle and 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.
- Communicate effectively, both orally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues, situations and upset individuals.

EXPERIENCE AND TRAINING GUIDELINES

A typical way of obtaining the knowledge, skills and abilities as outlined is:

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.

Licenses; Certificates, Special Requirements:

- A valid California Class C driver's license and the ability to maintain insurability under the City's vehicle insurance program.
- Ability to speak Spanish is highly preferred.

Work Schedule:

- May be required work various shifts such as weekends, and holidays as needed.

Physical Abilities & Environmental Conditions:

Ability to sit, walk and stand for long periods; kneel, reach with hands and arms with repetitive movements; 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 or infestations; and may be exposed to disturbing or violent language and behavior. Specific vision abilities required for this job include close vision, use of both eyes, and the ability to adjust focus.



COMPENSATION & BENEFITS

Monthly Salary: \$4,294 - \$5,317

RETIREMENT Public Employees' Retirement System (PERS), 2% @ 55 formulas for Classic members and 2% @ 62 for PEPRA members. All are integrated with Social Security. City pays full portion of employee's share of PERS for Classic members only.

INSURANCE Full flex Cafeteria Plan, employee receives a monthly flex dollar allowance to apply toward medical, dental, and vision benefits offered through the City insurance plans. City pays for \$50,000 term life/AD & D insurance policy. Additional voluntary purchase available, with no medical questions asked.

VACATION LEAVE Annual accrual varies based on years of service (YOS), and ranges from 10 days (80 hours) for 0-4 YOS to 20 days (160 hours) for 15 YOS or more.

SICK LEAVE 12 days per year.

HOLIDAY 13 days per year.

BILINGUAL BONUS \$100 per month upon passing Bilingual exam.

UNIFORM ALLOWANCE Uniforms are provided and replaced where applicable, as per Department requirements.

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.

CALL BACK TIME If called back to work other than as a continuation (immediately preceding or following) of 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 2 hours applies.

LONGEVITY Additional 3% after 10 YOS; additional 1% after 20 YOS; and additional 1% after 30 YOS.

TUITION REIMBURSEMENT Up to \$3,000 per fiscal year for approved courses.

HOW TO APPLY

DOWNLOAD AN APPLICATION

- Visit SFCITY.ORG/Hiring-Now
- Scan the QR Code
- Pick-up at San Fernando City Hall (117 Macneil St, San Fernando)



SUBMIT APPLICATION OR QUESTIONS TO

City of San Fernando Personnel Division
117 Macneil Street, San Fernando, CA 91340
Personnel@sfcity.org | (818) 898-1221

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.

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. 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.

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.



INVITES
APPLICATIONS
FOR

COMMUNITY SERVICE OFFICER (FULL-TIME)

MONTHLY SALARY

\$4,294 - \$5,317

FILING DEADLINE

**OPEN UNTIL FILLED
APPLY IMMEDIATELY**

FIRST REVIEW – AUGUST 12, 2024