

JOB SPECIFICATION

CLASS TITLE	ADOPTION	
COMMUNITY SERVICE OFFICER	RESOLUTION NO. 8339	EFFECTIVE DATE 9/16/2024
	FLSA DESIGNATION NON-EXEMPT	

GENERAL PURPOSE

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.

DISTINGUISHING CHARACTERISTICS

A Community Service Officer performs city-wide parking control functions, such as enforcing parking and street-sweeping ordinances, towing and impounding abandoned and inoperative vehicles and issuing citations. An incumbent is expected to be knowledgeable of state and city laws, ordinance, procedures and practices pertaining to motor vehicle and parking enforcement. Work is generally performed independently with review following completion for accuracy and conformance with policies, procedures and standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. 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 and state laws, regulations, ordinances and procedures; patrols daily street-sweeping routes and issues citations to parked vehicles impeding street-sweeper routes.
2. Interacts with the public on an ongoing basis; receives, researches and responds to parking and vehicle enforcement questions, issues and complaints; provides information to the public on parking regulations and ordinances and citations; reports traffic accidents and traffic hazards, and reports graffiti.
3. 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.
4. Services and maintains parking control equipment and vehicles; cleans and fuels assigned City vehicles; monitors proper functioning of parking control equipment.
5. Collects and deposits money received from parking equipment and meters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

6. Performs basic maintenance on parking structures and parking control equipment, including, but not limited to, clearing ticket jams, replacing receipt rolls, and replacing ticket boxes, clearing coin jams, replacing batteries in automated parking meters, replacing receipt rolls, placing out of order signs, and trouble shooting.
7. Makes oral presentations to businesses, community organizations and neighborhood watch groups to explain parking rules and regulations and to explain community services and programs and the procedures for obtaining services; assists with special events and community outreach activities.
8. Assists sworn officers in the field with traffic control; may serve subpoenas; may conduct vehicle inspections.
9. Enters, modifies, updates and retrieves computer data; maintains records and prepares reports.
10. Provides positive and effective customer service.
11. Inspects parking structures and parking control equipment daily for damages or other problems.
12. Promotes public relations by providing information and assistance to the public.
13. Investigate, respond to and enforce disabled parking placard provisions.
14. Identify and cite vehicles in violation of preferential parking regulations.
15. Confer and coordinate with other agencies and City Departments related to complaints related to but not limited to: abandoned vehicles, illegally parked vehicles on public and private properties.
16. Performs related duties similar to the above in scope and function as required.
17. Maintains assigned areas, facilities, and equipment in a clean and orderly condition.

MINIMUM QUALIFICATIONS**KNOWLEDGE OF:**

1. State and City vehicle and parking laws, codes, ordinances and practices.
2. General functions, operations and activities of a police department.
3. Standard office practices and procedures, including recordkeeping and filing.
4. Customer service practices and telephone etiquette.
5. Various computer systems protocols and administrative rules regarding access, use and dissemination of data contained in various computer systems.

MINIMUM QUALIFICATIONS

6. Safety policies and safe work practices applicable to the work.
7. Uses and operations of scanners, phone systems, computers, standard business software and specialized database and spreadsheet applications.

ABILITY TO:

1. Interpret, apply, explain and enforce applicable laws, codes and ordinances related to motor vehicle and parking control.
2. Prepare clear and accurate police reports, documents, data entries and files.
3. Analyze situations and adopt effective and responsible courses of action.
4. Operate a police radio and use a variety of computer-based systems.
5. Maintain highly confidential information.
6. Communicate effectively, both orally and in writing.
7. Understand and follow written and oral instructions.
8. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations and upset individuals.
9. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION, TRAINING AND EXPERIENCE:

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

Graduation from high school or GED equivalent, and at least one year of experience in police clerical support or providing assistance or information to the public. Successful completion of the Police Junior Cadet program may be substituted for the required experience. Experience in a public agency is preferred.

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.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 25 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, and the ability to adjust focus.

MENTAL DEMANDS

While performing the duties of this class, an employee uses written and oral communication skills and basic math; learns and applies new information and skills; deals with changing deadlines, constant interruptions and multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

WORK ENVIRONMENT

The employee works in an office and field environment where the noise level varies. The employee may work in outdoor weather conditions; extreme heat or cold; wet, humid conditions; near moving equipment; and near heavy traffic. The employee is occasionally exposed to fumes or airborne particles, biological hazards, and disturbing or traumatic events.

The employee may be required to work various shifts.