

CITY OF GLENDALE

TITLE: Police Community Services Officer	CLASS CODE: 651
REPORTS TO: Police Support Services Supervisor	GRADE: 18
DEPARTMENT: Police Department	FLSA: N
JOB SPECIFICATION DATE: July 1, 2005 bwg	

JOB SUMMARY:

Responds to computerized reports of calls from citizens reporting crimes of a criminal or civil nature and responds to walk-in citizen complaints and crime reports at the lobby desk of the Police department. Responds to crime scenes to collect evidence such as fingerprints and photographs.

ESSENTIAL FUNCTIONS:

1. Receives and responds to computerized reports of calls from citizens reporting crimes such as criminal damage, theft of property and burglary; aggravated assaults, sexual assaults and abuse.
2. Responds to crime scenes such as burglaries, thefts, and fatal accidents to obtain fingerprints and/or photographs as needed.
3. Responds to walk-in citizen complaints and crime reports at the lobby desk of the Police department.
4. Interviews by telephone, or in person, victims of crimes; determines type of crime and details to complete a comprehensive report of the incident.
5. Prepares and enters detailed reports into the police computerized database.
6. Makes entries into the NCIC/ACIC criminal history computer database of wanted persons or stolen property.
7. Answers questions of criminal and civil nature from citizens.
8. Exchanges information with other Police agencies concerning criminal activity.
9. Prepare cases for presentation to prosecutors for possible prosecution in court.
10. Testifies in Court.
11. Accepts lost property and returns to owner or places in the property room, making necessary entries in the computer system.
12. Trains new personnel.
13. Takes photographs of evidence of physical abuse; collects physical evidence and places in property room.

SECONDARY FUNCTIONS:

14. Performs related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Criminal codes and statutes, criminal offenses and contributing elements under City and State laws.
Methods and techniques of investigative interviewing.
Basic report writing and preparation methods.

Skill in:

Operation of basic computer equipment.
Typing, word processing, data entry and office machine operation.

Ability to:

Respond to inquiries and requests for assistance from investigators, other police department personnel and the general public.
Communicate effectively orally and in writing.
Learn applicable laws, statutes, policies and procedures.
Exercise sound judgment under stress, and solve problems using deductive reasoning.
Establish and maintain effective working relationships with the general public, other agencies and City employees.

WORKING CONDITIONS:

Office setting and/or fieldwork to obtain evidence at crime scenes.
Interaction with distraught or abusive individuals in department lobby.

MINIMUM QUALIFICATIONS:

High school education and one year of responsible customer service or citizen assistance experience in a police agency or related environment. College coursework in criminal justice is preferred.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Shift work is required.
Terminal Operator Certification, Level A, within six months of hire.