



**CITY OF SANTA ROSA**  
invites applications for the position of:

# Community Services Officer

An Equal Opportunity Employer

**SALARY:** \$27.34 - \$33.24 Hourly  
\$4,739.58 - \$5,761.00 Monthly

**OPENING DATE:** 06/18/18

**CLOSING DATE:** 07/02/18 11:59 PM

**THE POSITION:**

***Applications accepted online only.***

**Please note:** The written examination has been scheduled for July 19, 2018. Interviews are tentatively scheduled for August 8-9, 2018.

Community Services Officers perform a variety of technical and public relations activities within the Police Department not requiring peace officer status. Duties will vary depending on assignment and future needs of the department. Examples of responsibilities include developing and delivering presentations to community groups; coordinating programs such as vehicle abatement (towing), and graffiti abatement; documenting, photographing and processing basic crime scenes not in progress and traffic collisions with property damage or minor injury; and traffic control.

Community Services Officers work independently or as part of a team at locations throughout the City, exercising a considerable amount of independent judgment. Initiative; excellent oral and written communication skills; strong interpersonal and customer service skills; ability to learn technical skills such as fingerprint and evidence collection; and demonstrated use of good judgment in interpreting and applying laws and policies are required. Successful candidates will have extensive work experience interacting with the public, and use of basic office software. Experience in a law enforcement environment, and law enforcement-related training are highly desirable.

Please view the Pre-Employment Driving History Standards Brochure, click [HERE](#)

Please view the Illegal Drug Use Standards Brochure, click [HERE](#)

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

Examples include:

- Respond to calls for service, complaints, and questions related to assignment
- photograph and videotape simple crime scenes or law enforcement-related activities
- document and investigate traffic collisions involving property damage, and minor injuries
- assess the driver's abilities and determine the cause of the collision for possible prosecution
- prepare traffic collision sketches

- collect evidence and fingerprints from minor crime scenes
- prepare reports regarding burglaries, thefts, missing persons, auto theft, fraud, suspicious circumstances, arson, auto and property recoveries, vandalism and similar incidents
- interview and obtain statements from victims and witnesses
- transport materials, documents and victims including children
- monitor, direct, and control routine and unusual traffic conditions
- develop and present public education programs on subjects such as graffiti, crime prevention, and bicycle safety to schools, citizen police academy, and other special groups in the community
- perform abandoned vehicle abatement duties such as identifying and tagging abandoned vehicles and towing vehicles when necessary
- maintain records, compile statistics, and develop reports related to assigned programs
- provide testimony in Court as needed
- contact and cooperate with other law enforcement and non-law enforcement agencies in matters related to area of assignment
- administer first aid and CPR

**Additional Duties:**

- Transport police vehicles, including trailers
- issue parking and municipal code citations
- coordinate and participate in various community and inter-agency programs and activities
- organize and oversee volunteers and employees at special events
- conduct specialized crime prevention programs

**REQUIRED QUALIFICATIONS:**

Knowledge of: Functions of a municipal law enforcement agency; department regulations, procedures and work methods; equipment, techniques and procedures for successful collection and preservation of items of evidence; basic investigative and interview techniques; basic report writing techniques; basic fingerprinting techniques; basic photography techniques; California Civil and Penal codes, City ordinances, and City codes; and courtroom protocol and procedures related to area of assignment.

Ability to: Complete accurate sketches of traffic collisions; learn, utilize and stay current with basic evidence collection techniques and equipment; recall facts; observe accurately and remember faces, numbers, incidents, and places; think and act quickly in emergencies; judge situations and people accurately; maintain a professional demeanor during stressful situations; learn understand and interpret laws, rules, regulations and policies related to assignment; communicate clearly and concisely, orally and in writing; prepare clear, complete, accurate and grammatically correct reports; learn standard broadcasting procedures of a police radio system; utilize defensive driving techniques; establish and maintain cooperative working relationships with those contacted in the course of work; understand and carry out oral and written directions; perform effectively and maintain professional composure at unpleasant crime and accident scene situations understand and follow safety procedures; and use a laptop computer and a personal computer to write reports and retrieve information.

Experience and Education: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience - Sufficient public contact experience, preferably in a law enforcement agency;  
Education - Equivalent to completion of the twelfth grade. Coursework or specialized training in Police Science, Administration of Justice, or Evidence Collection is desirable.

**ADDITIONAL INFORMATION:**

**SELECTION PROCESS:**

Candidates determined to be MOST QUALIFIED based on a screening of applications and questionnaires will be invited to a written test.

The written test is multiple-choice and is designed to measure critical thinking skills, ability to interpret and apply regulations, report writing skills, and interpersonal/interviewing skills. Candidates successful on the written exam will be placed on an eligible list in score order.

The Police Department will invite top candidates on the list to an oral appraisal interview to evaluate additional job-related qualifications for the position. Based on interview scores, candidates will be scheduled for the background investigation. The background investigation is extensive and will include a police records check, D.M.V. records review, personal history statement, and employer reference checks.

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Please view the Illegal Drug Use Standards Brochure, click [HERE](#)

Candidates who are successful in the background investigation will be invited to a Chief's interview. Candidates given conditional offers of employment will be required to pass a City-sponsored medical examination and psychological evaluation.

Candidates are typically appointed at the first step in the salary range.

**Working Conditions and Physical Requirements:** Incumbents in this classification are required to work 10 hour shifts and may be required to work hours beyond an assigned shift with little or no notice. The work schedule requires shift work including weekends, days, evenings, and holidays. The nature of the work is varied and unpredictable. Incumbents operate equipment and enter data into a computer requiring repetitive arm-hand movement in confined spaces such as when operating a lap top while in a vehicle. Community Services Officers may stand for extended periods of time such as when directing traffic or investigating crime scenes. Gathering evidence requires the incumbent to bend or stoop repeatedly and similar movement is required to get in and out of a car. Coordinated movement of more than one limb simultaneously is required, such as when using a hand radio while driving, using a flashlight while driving, or when directing traffic. A Community Services Officer may spend 7 - 8 hours per day driving or sitting in a vehicle, which requires the continuous support of lower back muscles. Incumbents may be required to climb ladders, rocks and or walls and search rooftops, which require lifting arms above shoulders and working at heights greater than ten feet. Community Services Officers may be called upon to search for lost or missing persons or process crime scenes that require walking over rough, uneven, slippery or rocky surfaces such as fields, parks, hillsides, creek sides, or wading into bodies of water. Incumbents are required to listen for alarms, screams, breaking glass, or other suspicious noise that may require investigation. They may be required to lift and carry heavy objects such as equipment or evidence weighing up to 30 pounds. The work requires the incumbent to work outdoors in a variety of weather conditions with exposure to the elements including hot and very cold temperatures.

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APPLICATIONS MAY BE FILED ONLINE AT:  
[www.srcity.org/jobs](http://www.srcity.org/jobs)

Job #17/18-111JAR-O  
COMMUNITY SERVICES OFFICER  
JR

Computer kiosks are available at our office for applicant use:  
100 Santa Rosa Ave, Room 1  
Santa Rosa, CA 95404  
Monday - Friday 8:00 AM to 5:00 PM

CONTACT US:  
707-543-3060 [jobs@srcity.org](mailto:jobs@srcity.org) (do not send resumes here)

**APPLICANT'S RESPONSIBILITIES:**

Before making the final submission of the application, it is your responsibility to ensure you are submitting a complete application package, which will consist of a complete application for employment reflecting all jobs you have held during at least the last 10 years and may consist of additional required documents and a complete supplemental questionnaire. A resume will not be accepted in lieu of a complete application. Your responses to any supplemental questions describing specific work experience and education must clearly correspond to work history and education on your application.

**SPECIAL ACCOMMODATIONS:**

If special accommodations are necessary at any stage of the examination process, e.g., written examination, oral appraisal interview, assessment center or other activity, you must request an accommodation within five (5) business days of being noticed that an event requiring accommodation is occurring and every attempt will be made to consider your request. To request an accommodation, please visit our website at [www.srcity.org/jobs](http://www.srcity.org/jobs) or call Human resources at 707-543-3060. The City is an equal opportunity employer.

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**Community Services Officer Supplemental Questionnaire**

- \* 1. The answers you provide to the supplemental questions will be used to evaluate your qualifications for this position and whether you will continue in the selection process. Specific work experience you claim in response to these questions must clearly correspond to the work history and education portion of your application or you will not receive credit for it. Do you accept these conditions?  
 Yes  No
  
- \* 2. Are you willing to perform physical work outside in a variety of weather conditions?  
 Yes  No
  
- \* 3. Are you willing to photograph, measure, and collect physical evidence at minor crime and accident scenes with injuries?  
 Yes  No
  
- \* 4. Are you willing to work various shifts, including day and swing shifts, holidays and weekends, overtime, shift holdovers, and rotating shifts?  
 Yes  No
  
- \* 5. Are you willing to be available to work more than 10 hours in a day and more than forty (40) hours in a week with little or no notice as required?  
 Yes  No
  
- \* 6. Are you willing to spend up to 8 hours during a shift driving a vehicle?  
 Yes  No
  
- \* 7. Have you read the standards as described in the brochure entitled "Santa Rosa Police Department Pre-Employment Driving History Standards?" To answer this question, you must read and understand the requirements as stated in the brochure (see job posting or SRPD Careers webpage for a link to the brochure).  
 Yes  No
  
- \* 8. Have you read the standards as described in the brochure entitled "Santa Rosa Police Department Illegal Drug Use Standards?" To answer this question, you must read the standards as stated in the brochure (see job posting or SRPD Careers webpage for a link to the brochure ).  
 Yes  No
  
- \* 9. Do you have one or more years of experience (paid or unpaid) working in a high public/customer service work environment?  
 Yes  No

- \* 10. Describe your experience working in a high public contact/customer service work environment including face-to-face contact. Describe the context of your interaction and your responsibility for obtaining information, providing information and providing service. Include your job title at the time, the agency/business, and the length of time.
  
- \* 11. I certify that I have read the job bulletin and the on line brochures and understand the minimum qualifications for this position, that all information provided in this questionnaire is true, and I agree and understand that any misstatements or omissions of material fact may forfeit my rights to continue in this examination process and/or employment with the City of Santa Rosa Police Department.

Yes  No

\* Required Question