



COMMUNITY SERVICES OFFICER

JC: PE076

BU: 021 (BPOA)

PG: 027

FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision of police management, provides technical assistance to police personnel involved in safety and community service activities throughout the District; performs related duties as assigned.

CLASS CHARACTERISTICS

This is a civilian classification in the Police Department. Incumbents in this classification are non-sworn and perform a variety of technical duties in support of police programs and activities. The work duties and responsibilities include issuing citations and warnings for parking violations, staffing a zone command office booth, patrolling parking facilities and assigned areas, and conducting surveys and special studies. The Community Services Officer is distinguished from the Police Officer classification in that the latter is a sworn peace officer.

REPORTS TO

Sergeant, Civilian Supervisor or designee

EXAMPLES OF DUTIES – *Duties may include, but are not limited to the following:*

1. Issues citations and/or warnings for parking, standing or stopping violations; marks and authorizes the towing of unoccupied vehicles; researches and conducts inventories of unoccupied vehicles; operates parking control machines and examines parking control machine records.
2. Monitors closed-circuit television; conducts periodic patrol sweeps of parking facilities and structures on foot or by vehicle.
3. Answers questions and responds to complaints and requests for services and referrals from the public, other agencies and District departments; processes parking applications and permits.
4. Directs traffic as needed; patrols assigned area and operates two-way radio; operates a motor (gasoline or battery powered) vehicle.
5. Assists in crime prevention presentations; advises patrons and community organizations on crime prevention programs.

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6. Conducts surveys and inspections; conducts research studies, compiles statistics and analyzes data.
7. Responds to non-hazardous criminal complaints, such as vandalism, petty theft and auto burglary; prepares designated crime reports at the direction of a patrol sergeant; compiles completed incident reports for records processing and makes follow-up contacts by telephone, letter, teletype or in person; retrieves and deposits lost, found and stolen property; testifies at legal proceedings.
8. Maintains crowd control at the direction of a Sergeant during emergencies, special events or other gatherings, interprets and applies Police Department policies and procedures.
9. Deals effectively with hostile and uncooperative people; reports situations requiring police or emergency assistance to a Sergeant or police dispatch.
10. Provides office administrative support to the functional areas in the Police Department, such as the Detective Unit, Evidence, Crime prevention, Warrant Processing Unit, Communications Section, Traffic Unit, and the training and Human Resources Unit.
11. Coordinates vehicle maintenance and repair by District shop personnel.

QUALIFICATIONS

Knowledge of:

- Methods and techniques of dealing effectively with the public in routine and emergency circumstances
- Basic law enforcement organization, activities, terminology, rules, and procedures
- Local parking rules and regulations

Skill/ Ability in:

- Developing and maintaining effective working relationships with those contacted in the course of the work
- Understanding and carrying out oral and written directions
- Maintaining accurate records
- Preparing accurate, clear and concise written reports
- Using initiative and sound judgment within established guidelines
- Remaining calm in emergency situations and providing clear, concise and understandable verbal direction and information

MINIMUM QUALIFICATIONS

Education

Possession of a High School diploma, GED or recognized equivalent.

Experience

The equivalent of one (1) year of full-time verifiable work experience which primarily involved interfacing with the public in a customer or community service or volunteer setting.

Substitution

None

Other Requirements

Must be physically able to walk up to one mile per day and stand for long periods of time. Nature of duties involves exposure to inclement weather.

Must possess a valid California driver's license and have a satisfactory driving record.

Must be able to work various shifts, weekends, holidays, and overtime.

WORKING CONDITIONS

Environmental Conditions

Office environment: exposure to computer screens

Field environment; exposure to heat, cold and inclement weather conditions.

Physical Conditions

Requires maintaining good physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 7700 – Police Civilians

Census Code: 3850 – Police Officers

Safety Sensitive: No

CLASSIFICATION HISTORY

Created : February 1, 2006

Revised :

Updated: April 2022