



## City of Greenfield

### COMMUNITY SERVICE OFFICER (CSO)

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Job Title:	Community Service Officer
Department:	Police
Reports To:	Police Administration, Sergeant
Employee Type:	Full-time
FLSA Status:	Non-exempt
Effective Date:	09.2022

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

The Community Service Officer is an encompassing position that includes a wide variety of law enforcement and community service activities. A Community Service Officer is a non-sworn uniformed police technician who is responsible for basic criminal investigations, issuing parking citations and warnings, towing abandoned vehicles, conduct a variety of animal control services, conduct code enforcement compliance, and basic collection of investigative information and evidence. The incumbent will perform a variety of important law enforcement duties and will respond to calls for service from members of the public in appropriate circumstances; including performing traffic direction, placement of traffic controls, conducting traffic surveys, and in other areas which do not require arrest powers.

Additionally, the Community Service Officer performs enforcement of State, City and County animal control laws and ordinances and provide a variety of animal control field services to promote the health, safety, and welfare of people and pets in Greenfield.

Lastly, the Community Service Officer performs enforcement of land use ordinances; performs a variety of field and office work in support of the City's Code Compliance Program; issue citations throughout the City to obtain compliance with the City's zoning ordinance; writes a variety of inspection reports and makes compliance recommendations for safety and building statutes; implements education initiatives to work with the public regarding compliance with applicable regulations; responds to complaints from the public related to abandoned vehicles; enforces municipal and vehicle codes pertaining to parked and/or abandoned vehicles.

Under general supervision, provides technical police services in crime prevention, crime investigation, and crime response which do not require full police powers; assists police officers in the maintenance of law and order; performs related duties as required and provides a variety of office support work to police staff and the public; prepares processes and distributes a variety of reports, records and other documents following standardized instructions; performs related work as required. This technical classification in the Police Department is characterized by the responsibility to provide support to police activities in patrol, traffic, investigations, and community relations sections. Performs a variety of field and office work in support of the City's Code Compliance Program; issue citations throughout the City to obtain compliance with the City's zoning ordinance; writes a variety of inspection reports.



## City of Greenfield

### ESSENTIAL FUNCTIONS:

The following duties and functions are normal for this position. The omission of specific statements of the duties/functions does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of the police department.

### Patrol Assignment:

- Interviews witnesses and takes statements.
- Perform traffic control.
- Respond to and investigates traffic complaints.
- Receive reports of commercial, residential and automobile burglaries, petty theft, found property, abandoned bicycles, missing persons, auto theft, and other crimes with no known suspects.
- Assist in crime scene investigations. Transports juvenile detainees.
- Provide Vehicle Identification Number verifications.
- Arrange and coordinate the towing of vehicles.
- Assist costumers at the front counter.

### Code Enforcement Assignment:

- Perform field inspections and office duties, ensuring compliance with the city's land use, housing, zoning, abatement, and dangerous buildings codes, as well as inoperable vehicles on private property and nuisance codes and ordinances.
- Perform field surveys and investigates complaints of possible code and ordinance violations. Contact property and business owners to schedule and conduct on-site inspections.
- Advise violators of ordinance requirements and seek to gain voluntary compliance.
- Take photographs and gather all pertinent facts from the parties involved. Issue notices of violations and, when necessary, citations. Maintain records of inspections and enforcement efforts; prepare required documentation for legal actions.
- Testify in court proceedings regarding code violations; perform follow-up actions as needed to ensure compliance. Confer with related agencies and city departments on disposition of complaints and code violations. Prepare detailed and specialized reports



## City of Greenfield

and correspondence related to code enforcement inspections, violations, and other activities.

- Prepare informational materials for distribution to property owners, business owners and residents on various land use topics, including signage, permit requirements, design guidelines, and educate the public regarding City ordinances.
- Extensive field work includes driving and walking throughout the community to identify violations, investigate complaints, and liaise with the public regarding code compliance issues.
- Prepare reports for senior officials regarding all facets of code compliance activities, cases, and resolution including the maintenance of accurate and up-to-date case records for use in legal proceedings.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **Knowledge of**

- Written and verbal communication techniques; report writing; arithmetic; public contact and conflict resolution techniques.

#### **Abilities**

- To learn and apply laws, rules regulations, and City Departmental policies and procedures; receive and respond to verbal and written orders; learn to conduct investigations; work independently within established processes and procedures; demonstrate resourcefulness, courtesy and initiative; communicate effectively with individuals from a variety of cultural and socio-economic backgrounds; learn to operate an automated information system; prepare concise and accurate reports; learn to respond effectively to difficult individual and group interactions, learn to prepare and make public presentations.
- Interpret and understand applicable city permit conditions, and State building and zoning ordinances and regulations. Conduct comprehensive investigations and maintain accurate records of findings. Prepare clear, concise and accurate correspondence and reports. Effectively communicate report findings before the City Council and courts of law. Effectively advise property owners and general public on compliance with codes.
- Establish and maintain effective working relationships with property owners, developers, the general public and co-workers. Promote the mission, values and standards of an effective public organization, particularly in the area of customer



## City of Greenfield

service. Apply persuasion to achieve objectives, consult and remain informed of current literature, information sources and research techniques in the field code enforcement.

- Work effectively and diplomatically with the public and public officials in a variety of settings.
- Work cooperatively with all City departments and other public agencies.
- Identify Municipal Code Violations and respond appropriately based on established policies and direction.
- Analyze and compile technical and statistical information and identify alternative solutions; evaluate consequences of proposed actions and implement recommendations in support of goals.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Bilingual English/Spanish required.

Incumbents must possess the physical and mental capacity to work under the conditions described in this document and perform the duties required by their assigned position.

### Education / Experience

Any combination of education and/or experience which has provided the knowledge, skills, and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be graduation from an accredited high school (GED or equivalent may be substituted for a high school diploma) and some public contact experience.

### Licenses/Certificates/Special Requirements

Willingness to work different shifts and irregular duty assignments required. Positions in this classification require possession of a valid Class C California Driver's License. Possession of a valid California driver's license, P.O.S.T. approved Penal Code 832 certification and certification as a Code Enforcement Officer from California Association of Code Enforcement Officers, California Code Enforcement Corporation, or similar certification approved by the California Association of Code Enforcement Officers. Certification as a Property Maintenance Inspector by the International Code Council (ICC) is required within one year from date of hire. All certifications must be maintained during term of employment. Failure to possess or maintain



## City of Greenfield

the valid required license shall result in discipline up to and including termination of employment.

### **Physical and Environmental Demands**

Rare=<10%, Occasional= 11-33%, Frequent= 34-66%, Constant= >66%

Sitting: Frequent

Walking: Frequent

Standing: Frequent

Bending (neck): Frequent

Bending (waist): Occasional

Squatting: Rare (Frequent-chalking tires)

Climbing: Rare

Kneeling: Occasional

Crawling: Rare

Jumping: Rare

Balancing: Occasional

Twisting: (neck): Frequent

Twisting (waist): Occasional

Grasp – light (dominant hand): Frequent

Grasp – light (non-dominant hand): Frequent

Grasp – firm (dominant hand): Frequent

Grasp – firm (non-dominant hand): Frequent

Fine manipulation (dominant): Frequent

Fine manipulation (non-dominant): Occasional

Reach – at/below shoulder: Frequent

Reach – above shoulder level: Occasional

Push/Pull:

Up to 25lbs. Occasional

11-25lbs. Occasional

26-50lbs. Rare

51-75lbs. Rare

76-100lbs. Rare

Over 100lb. Rare



## City of Greenfield

### Carrying:

Up to 10lbs. Occasional

11-25lbs. Occasional

26-50lbs. Occasional

51-75lbs. Rare

76-100lbs. Rare

Over 100lb. Rare

### Coordination:

Eye-hand: Required

Eye-hand-foot: Required

Driving: Required

### Vision:

Acuity, near: Required

Acuity, far: Required

Depth perception: Required

Accommodation: Required

Color Vision: Required

Field of vision: Required

### Talking:

Face-to-face contact: Required

Verbal contact w/others: Required

Public: Required

### Hearing:

Normal conversation: Required

Telephone communication: Required

Earplugs required: Not required



## City of Greenfield

### **Work Environment Conditions:**

Works indoors, works outdoors, exposure to extreme hot or cold temperature, being around moving machinery, exposure to marked changes in temperature/humidity, exposure to dust, fumes, wind, smoke, gases, odors, mists, or other irritating particles, exposure to toxic or caustic chemicals, exposure to excessive noise, exposure to radiation or electrical energy, exposure to solvents, grease, oil, exposure to slippery or uneven walking surfaces, using computer monitor, exposure to flames or burning items, works around others, works alone works with others. Ability to traverse by foot on uneven, muddy, wet, and rocky surfaces. Occasionally will climb ladders and work at heights of up to 50 feet. Will spend a certain amount of time each day driving from location to location to conduct inspections.

Bargaining Unit: Currently none

Probation: 1 year