

TITLE: COMMUNITY SERVICES ASSISTANT I-II

DEFINITION: Under supervision, performs non-sworn, service-oriented duties related to law enforcement.

DISTINGUISHING CHARACTERISTICS:

Grade Level I - This is the entry level classification in the series. This grade level receives formal training and performs the duties of the classification under general supervision.

Grade Level II - This is the journey level classification in the series. Incumbents in this grade level possess a significant level of knowledge, skills and abilities in the classification and often exercise independent judgement in the performance of the duties of the classification. Incumbents may serve as a lead to other Community Services Assistants.

EXAMPLES OF DUTIES:

- Responds to non-emergency calls for service including, but not limited to, home/auto burglaries, non-injury traffic collisions, parking violations, and noise complaints, utilizing a department vehicle;
- Prepares crime, incident and traffic collision reports not requiring the expertise of a sworn officer;
- Operates a variety of office equipment including two-way radio, computer systems, and telephone;
- Provides information to residents and visitors including; but not limited to, Police Department procedures and crime reporting protocols;
- Maintains records and prepares routine reports;
- May enforce parking control ordinances;
- May testify and present evidence in court;
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

- One (1) year of experience involving a substantial amount of public contact requiring tact and discretion in dealing with others; or one (1) year of education in criminal justice, social service, or closely related field from an accredited college or university may be substituted for the required experience; **and**
- A valid motor vehicle operator license.

Community Services Assistant I-II (continued)

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively orally and in writing;
- Ability to deal tactfully with the public;
- Ability to read and comprehend written material;
- Ability to organize tasks simultaneously;
- Ability to interpret and apply policies, procedures, and laws pertinent to the position;
- Ability to operate office equipment including computer equipment, specialized software applications/programs and assigned equipment;

Willingness to work shifts, holidays and weekends as assigned.

HISTORY:

Civil Service Commission Approval/Adoption Date: 08/17/2022