



City of Commerce

LEAD COMMUNITY SERVICES OFFICER

Department: **Community Services**
Revised Date: **November 2018**

Class Code: **TBD**
FLSA Status: **Non-Exempt**

GENERAL PURPOSE: This is a non-sworn position under general supervision, conducts a variety of non-sworn public safety functions on behalf of the City of Commerce; provides lead direction to assigned support staff on an assigned shift, trains assigned personnel, performs the full range of Community Service Officer duties such as patrolling of City streets and facilities; responding to calls for service, and providing assistance to public; plans and coordinates the operations and activities of the Emergency Preparedness Program; and performs other related duties as assigned.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides supplementary support to the Sheriff's Department; responds to dispatched calls for service involving non-emergency incidents.
- Leads, oversees, monitors, and trains new and assigned personnel in a variety of departmental functional areas.
- Plans and coordinates the operations and activities of the Emergency Preparedness program. Manages and coordinates the activities of the Emergency Operations Center, and citywide communications system; manages and overseeing activities of the City's Search and Rescue Team and Emergency Evacuation Floor Coordinator. Patrols assigned residential, commercial, and/or other public areas within the City by vehicle and/or foot.
- Performs home and business security checks; monitors the safety and security of persons and property.
- Identifies and reports suspicious persons, criminal activity, hazardous conditions, accidents and injuries, and violations of City ordinances and State laws.
- Prepares and issues parking citations; red-tags vehicles; coordinates the removal and impoundment of abandoned or stolen vehicles.
- Investigates traffic accidents; prepares accident reports; provides traffic control and parking enforcement duties as required.
- Responds to public inquiries and requests for assistance; provides information regarding City services and public safety matters; assists stranded motorists
- Promotes public safety and crime prevention within the community; builds and maintains relationships with local businesses and community groups.
- Participates in providing Public Safety programming; assists with Neighborhood Watch, Business Watch, Operation ID, Bicycle Safety fairs, and/or other programs and events.
- Coordinates activities with other City departments, the Fire Department, and law enforcement agencies.
- Prepares a variety of non-emergent reports involving burglaries, petty/grand theft, vandalism, lost/found property, missing persons, and non-injury accidents/vehicle reports.
- Schedules and assigns work to staff members in an effective and efficient manner.
- Oversees, monitors, and participates in various community and citizen outreach programs and activities (ex. Neighborhood Watch and Comcats program); demonstrates and promotes positive customer service techniques to maximize the public relations and community outreach efforts of the City Effectively manages community service officer program vehicles
- Lifts fingerprints at various crime scenes when assigned by Los Angeles County Sheriff's Department.

MINIMUM QUALIFICATIONS:

Education and Experience:

Must possess a High School Diploma or equivalent and three years' of public safety experience, including experience in emergency preparedness operations.

Required Licenses or Certifications:

- Must possess a valid California Driver's License.
- Ability to obtain PC832 Certification on or before completion of probationary period.
- Ability to obtain 1st Responders Emergency Certification on or before completion on probationary period.

Required Knowledge of:

- City operations, policies, and procedures.
- Emergency preparedness operations and response.
- Community Services operations, policies, and procedures.
- Principles of law enforcement and public safety.
- Regulations and standards governing departmental activities.
- Records and reports relative to public safety work.

Required Skill in:

- Performing a variety of public safety functions.
- Providing supplemental support and assistance to the Sheriff's Department.
- Patrolling the City and promoting public safety and crime prevention within the community.
- Plan, organize, implement and conduct training programs and related activities.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain a variety of personnel and related records requiring confidentiality and security.
- Preparing and maintaining a variety of public safety records, reports, and documentation.
- Establishing and maintaining cooperative working relationships with co-workers, law enforcement personnel, outside agencies, and the general public.

Physical Demands / Work Environment:

- Work is performed primarily in the field and is subject to operating a patrol vehicle, sitting, standing, walking, and lifting of objects up to 50 pounds.
- Exposure to variable weather conditions, vehicle traffic, hazardous chemicals, and potentially irate members of the public is involved.