

## **POLICE COMMUNITY OUTREACH SPECIALIST**

*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, to perform a variety of non-sworn uniformed, law enforcement and crime prevention duties in support of Police Department operations and activities; to serve as liaison between the community and the Police Department for crime prevention purposes; to collect and process field evidence; work with business owners and members of the community in establishing programs to reduce crime, to provide information to the public, assist patrol and support operations; and to perform a variety of duties relative to assigned areas of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

This is an entry/journey level non-sworn technical level class. Employees initially receive training and learn to perform a variety of specialized and technical non-sworn law enforcement support duties in the field and the office. Following initial training and on the job training, incumbents are expected to fully perform the full range of work responsibilities independently with only occasional instructions or assistance as new or unusual situations arise; and to perform duties within established policies and procedures related to the area(s) of responsibility exercising and demonstrating proficiency in crime prevention practices, working with public and private organizations, business safety programs, homeless assistance programs and a basic understanding of evidence processing and collection.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level management or supervisory staff.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Perform a variety of non-sworn, uniformed, and technical duties in support of Police Department field operations, support operations and activities; serve as a liaison between the community and the Police Department for crime prevention purposes.
2. Basic collection, processing, recording of evidence in according to established procedures and standards; photograph crime scenes and traffic accidents; process and prepare film for displays; record and process evidence for court testimony.
3. Develop and conduct Neighborhood Watch programs, Crime Free Multi-Housing programs, attend meetings; establish contacts through door-to-door recruitment and surveys; make various public presentations.
4. Perform duties in support of neighborhood and business security programs and crime abatement; inspect residential commercial and industrial properties and recommend security measures; conduct meetings and presentations.

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5. Coordinate and participate in Police Department activities with other departments, divisions and outside agencies; serve as a liaison on special projects and police programs.
6. As assigned, take reports of crimes where the situation is appropriate and in accordance with Department policies and procedures.
7. Respond to general inquiries from the public, on the phone, online, social media or in the field; relieve sworn police personnel as needed; photograph and fingerprint individuals as needed; retrieve needed information from the public and direct to Police personnel as appropriate.
8. Participate in a variety of special projects as directed by higher level supervisory staff; prepare, write, edit and distribute newsletters, pamphlets and other informational materials. Operate Social Media platforms and serve as the Department's point of contact for members of the public.
9. Deliver emergency and non-emergency messages; prepare a variety of correspondence; maintain various files, records, conduct public presentations and effectively communicate with members of the public in various forums.
10. Operate various government and non-government databases, enter and retrieve data; conduct background and records checks as assigned, remain current with police databases and compliant with state and federal regulations.
11. File criminal complaints with the District Attorney's Office. Testifies in court as required.
12. Serves as a representative of the Police Department to the public, promoting citizen cooperation. Provide factual information, explain procedures, and participate in crime prevention education activities.
13. Work with the public and private organizations in facilitating alternatives to homelessness, coordinate resources and assist individuals with transitional housing.
14. Prepares reports, updates and maintains files on all assigned investigations or government services.
15. Effectively utilize police radios and electronic systems.
16. Maintain a variety of records and files in assigned program area.
17. Working with commercial and industrial business recommending safety programs, safety protocols and business watch programs.
18. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Police operations, services and activities of a municipal police department serving a large community.
- Law enforcement principles and practices and their application to a wide variety of services and programs.

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- Technical and administrative methods of law enforcement including identification, care and custody of property.
- Methods and techniques of obtaining fingerprints.
- Community demographics as they relate to crime prevention, Crime Free Multi-Housing programs and abatement programs.
- Methods and techniques of evidence collection and preservation.
- Modern office procedures, methods and computer equipment including computers and supporting word processing and spreadsheet applications.
- Methods and techniques of interviewing.
- Methods and techniques of conducting meetings and presentations.
- Rules and regulations governing safe working practices.
- Principles and practices of filing and record keeping.
- Proper English usage, spelling, punctuation and grammar.
- Pertinent Federal, State and local laws, codes and regulations.

#### **Ability to:**

- Perform technical duties in support of assigned police operations and activities including community programs, basic evidence collection and crime reduction programs.
- Interpret, explain and apply a variety of ordinances, municipal codes, rules and regulations.
- Prepare reports, letters and other written documents.
- Maintain confidential files and records.
- Respond to requests and inquiries from the general public.
- Provide assistance in processing and maintaining evidence and property.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Clearly and concisely author written documents.
- Exercise effective interaction and communication with others.
- Effectively and cohesively work with public and private organizations.
- Properly utilize police radios in accordance with governing guidelines.

#### **Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Experience:**

Three years of increasingly responsible civilian police program experience.

##### **Training:**

Equivalent to the completion of the twelfth grade, preferably supplemented by the completion of college level coursework in a Criminal Justice, Police Science, or a related field.

#### **License or Certificate**

Possession of a State of California driver's license, and the ability to maintain insurability under the City's vehicle insurance program.

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**WORKING CONDITIONS**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under both field and office conditions. In the office, there is exposure to computer screens, and the noise level is usually quiet. The position works regularly in the field where there will be exposure to noise, dust, grease, smoke, fumes, and traffic; and/or exposure to inclement weather conditions including wind, heat, cold, and rain.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time and operating motorized vehicles. The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is occasionally required to lift, push and pull up to 25 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

**CAREER PROGRESSION**

FROM: Police Community Outreach Specialist

TO: Police Officer Trainee

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