CITY OF HAYWARD

SENIOR COMMUNITY SERVICE OFFICER

DEFINITION

To plan, assign and review the work of personnel in assigned area; to perform a variety of responsible and complex work related to crime prevention, special policing units support, Neighborhood Alert Program support and quality control in the Crime Stopper Program; and provide support to major public events in the City.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey level class. Employee performs the most difficult and responsible types of duties related to assigned area. Employee provides technical and functional supervision over assigned personnel. Employee at this level is required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from sworn or civilian supervisory positions.

Exercises functional and technical supervision over assigned personnel.

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

1. Plan, assign and review the work of assigned personnel; assist in evaluating employee performance; recommend changes in project assignments.

2. Train and develop assigned personnel; maintain awareness of new procedures or regulations related to assigned area.

3. Receives and reviews all calls from neighborhoods, evaluates issues or concerns and make appropriate assignment.

4. Supervises project support provided to the special policing unit.

5. Tracks neighborhood call to ensure appropriate and timely response to citizens.

6. Provides support for specialize police investigations by conducting searches of various state and county data bases and compiling data.

7. Prepare written reports of project status as directed.

EXAMPLES OF DUTIES

8. Participate in community meetings to help develop preventive strategies to address neighborhood concerns.

9. Research information and prepare background material for specialized police investigations.

10. Respond to the public; provide information and data as appropriate; answer phones as necessary.

11. Interview community members for targeted neighborhood operations.

12. Coordinate problem solving efforts with other city departments, utilities and law enforcement agencies.

13. Oversee problem solving of assigned unit.

14. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

A. Assigning and reviewing the work of others.

B. Crime prevention tactics.

C. Community organizing.

D. Safe work practices.

Ability to:

E. Plan and assign the work of others.

F. Train staff in community organizing and crime prevention tactics.

G. Type accurately at a speed necessary for successful job performance.

H. Prepare status reports on neighborhood problem solving.

I. Communicate clearly and concisely, both orally and in writing.

J. Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

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:

Two years of increasingly responsible experience in crime prevention, community organizing or performing duties as a Community Service Officer in a department similar to the Hayward Police Department.

Training:

Equivalent to the completion of the twelfth grade.

License/Certificates

Possession of, or ability to obtain, a valid Class C California driver's license.

Must possess or obtain, during the probationary period, a certificate of completion of a supervisory course issued by a recognized or accredited educational institution.

SPECIAL REQUIREMENTS

Essential duties require the following physical abilities and work environment:
Ability to sit, stand, walk, kneel, lift ten to thirty pounds and operate computer; work environment includes working outdoors, in public meetings and standard office environment.

PROBATIONARY PERIOD: One year
161CS00
May 2000
AAP GROUP: 10
FPPC STATUS: Non-Designated
FLSA STATUS: Non-Exempt