Community Services Officer

Department/Division:	Police Department/Traffic
Reports To:	Police Sergeant
Provides Direction To:	Part-time Traffic Cadets
Exemption Status:	Non-exempt
Date Prepared:	December 13, 2006

GENERAL PURPOSE

Under general supervision, patrols City areas to enforce parking laws; assists with traffic accident investigations; coordinates street sweeping and parking permit programs and activities; and performs other related duties as assigned.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Coordinates daily enforcement of street sweeping program; compiles and reviews data associated with program and work activities in order to monitor effectiveness.

2. Assists in the implementation of the City's parking permit program; establishes procedures for issuing permits and obtaining current vehicle and owner information; coordinates database information related to permits that have been issued.

3. Answers questions and complaints from the public concerning City parking ordinances and policies.

4. Supervises and trains traffic cadets; schedules work of Traffic Cadets to ensure coverage for the street sweeping detail and special events; prepares training manuals and procedures for orientation of personnel.

5. Enters information from traffic accidents into computer database; compiles statistics for monthly reports.

6. Orders materials used in the street sweeping and parking permit programs such as citation and parking permit forms.

ESSENTIAL FUNCTIONS (continued)

7. Maintains and repairs equipment, such as hand held ticket writers, radar trailers, and alcohol breath testing equipment.

8. Creates reports determining the effectiveness of the street sweeping and parking permit programs.

9. Keeps daily logs associated with radar trailer deployment; develops reports with statistical data tracked by the radar trailer.

10. Responds to traffic collisions; takes reports, obtains measurements, and assists with traffic control functions at the scene of accidents.

11. Issues citations and arranges for the towing of vehicles in violation of parking regulations.

12. May speak at City-sponsored functions to describe parking and street sweeping ordinances and requirements.

QUALIFICATIONS GUIDELINES

Knowledge of:

Laws relating to traffic and parking as described under the California Penal Code, Placentia Municipal Codes, and State Vehicle Code; departmental policies and procedures related to traffic investigation and traffic control; geography of the City; research and statistical analysis techniques, methods, procedures, and report presentation; correct English usage, spelling, punctuation, and grammar; supervisory and training principles and practices.

Ability to:

Understand, interpret, and apply traffic and parking laws, and city regulations; obtain information through interviews and observation; prepare accurate reports and conduct follow-up investigations; establish and maintain cooperative relationships with those contacted in the course of work; remain calm and act effectively and emergency or stressful situations; communicate effectively, orally and in writing; conduct statistical analysis and research; analyze traffic records and accident information; prepare a variety of reports, training manuals, and other documentation; interact effectively with law enforcement staff and the general public; operate computer hardware and word processing, spreadsheet, and related software applications programs.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license and the ability to maintain insurability under the City's Vehicle Insurance Policy**.**

Ability to work extended hours or call-in to assist with major traffic incidents.

Education/Training/Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or GED equivalent, supplemented by college-level course work in law enforcement, business administration, public administration or a closely related field; one year of parking enforcement experience; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

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 regularly required to use hands to finger, handle, feel or operate objects or controls and reach with hands and arms. The position works in both field and office settings and to talk and hear. The employee is required to frequently sit and occasionally walk and stand to access work areas and files; stoop, kneel, or crouch to access or place records or files; lift and carry records and documents, typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, information and documents; interpret policies and procedures; use math and mathematical reasoning; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, Court representatives, and the public, including conflict situations.

WORK ENVIRONMENT

The employee typically works in both field and office conditions. The employee frequently works outdoors and is exposed to variable weather conditions as well as heat, moisture, and traffic. In working outdoors, the noise level is frequently loud in conducting traffic control on public streets. Frequent driving is required for traffic control monitoring and given interfaces with the public at accident or traffic control sites.