



CITY OF ELOY, AZ JOB DESCRIPTION

TITLE: Community Services Officer

JOB CODE: 4116

Revised: April, 2019

FLSA: Non-Exempt

Summary: Under general supervision, performs a variety of generalized public safety work in providing alternative police responses to non-emergency calls for service, answering general telephone inquiries and taking selected offense reports, and other tasks to support Police operations.

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

- Receives non-emergency calls for service and writes reports within established criteria.
- **Receives, verifies and enters Department data into the computer tracking systems and may assist Police Records division with data entry.**
- Responds to citizen inquiries at their location, police department or via telephone.
- Completes routine follow-up investigation details as requested; completes supplemental reports on assigned cases.
- Responds to non-emergency calls for service when a sworn officer is not required.
- Responds to abandoned vehicle complaints and monitors transport/impound procedures per City ordinance.
- Participates in community-based policing outreach efforts.
- Processes minor crime scenes.
- Receives and issues receipts for bond monies in the absence of records personnel.
- Department's Vehicle Impound Hearing Officer.
- Fingerprints citizens when requested.
- Prepares a variety of reports and records.
- Provides court and criminal investigation testimony as necessary.
- Performs traffic control duties and provides motorist assistance.
- Prisoner processing and transports to a detention facility.
- Performs other duties as assigned or required.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of the geography of the city and the location of important buildings.
- Knowledge of the criminal justice and court systems, Arizona procedures and protocols.
- Knowledge of basic criminal, traffic and juvenile law, disposition policies and court procedures.
- Knowledge of the principles and practices of record keeping and records management.
- Knowledge in crime scene security.

- Knowledge of prisoner handling and security.
- Knowledge in crime scene and evidence processing and rules of evidence.
- Skill in officer safety techniques.
- Skill in interpreting laws and regulations, making independent decisions, maintaining composure and working effectively under stressful conditions.
- Skill in gathering and evaluating facts and evidence, drawing logical conclusions and making proper recommendations.
- Skill in operating motor vehicles.
- Skill in interacting with people of different social, economic and ethnic backgrounds.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in following and effectively communicating verbal and written instructions.

Minimum Qualifications:

Education and Experience:

High School diploma or GED equivalent. **One (1) year of related work experience including law enforcement agency experience; OR an equivalent combination of education and experience.**

Special Requirements: Possession of a valid Arizona Driver License; specific technical training and certifications may be required.

Physical Demands / Work Environment: Work is performed outdoors and in various law enforcement facilities.