City of Bellingham
Classification Specification - Civil Service

CLASS TITLE	**Community Service Officer I/II**
DEPARTMENT	**Police**
UNION:	**1937**
SG:	**108/110**
CS:	**Y**
FLSA:	**Y**
EEO/SOC CODE:	**TE/33-9099**

NATURE OF WORK:

Responsible for assisting Police Department personnel with law enforcement related tasks that do not require the authority of a sworn, commissioned police officer. Performs a wide variety of specialized and technical non-sworn law enforcement duties in support of Police operations and services in the areas of patrol, outreach, investigations, evidence, forensics, training, and other areas as assigned. Provides information and assistance to the public and performs a variety of other non-sworn law enforcement technical and administrative functions in support of police operations and activities.

DISTINGUISHING CHARACTERISTICS:

The Community Service Officer is distinguished from the Police Officer classifications by the latter's responsibility for performing the full range of commissioned law enforcement activities. The Community Service Officer is distinguished from other non-sworn office and administrative classifications by the primary focus on assisting commissioned personnel in performing law enforcement duties which frequently requires significant contact with the public to supply or gather information by telephone or in person.

Community Service Officer I– This is the entry-level classification in the Community Service Officer class series. The Community Service Officer I primarily performs duties in support of patrol operations. Work assignments vary depending upon the function to which individuals are assigned and to meet departmental staffing and work productivity requirements.

Community Service Officer II– The Community Service Officer II is distinguished from the Community Service Officer I by the performance of duties requiring a higher level of independence and discretion. The Community Service Officer II primarily performs technical duties in support of outreach, investigations, evidence, or forensics department functions. Appointment to the higher class requires a thorough knowledge of departmental policies and procedures applicable to the work and ability to work independently in multiple functional areas.

SUPERVISORY RELATIONSHIPS:

Reports to various supervisors at the Bellingham Police Department as assigned. Work is performed under general supervision and the guidance of City and departmental policies and procedures.

ESSENTIAL FUNCTIONS:

1. Provides information and assistance to the public in person, by phone or email. Provides initial non-emergency contact with the public and representatives of other agencies; determines the nature of the contact; provides factual information regarding services, policies and procedures.
2. Responds to requests for service not requiring sworn law enforcement presence such as lost/found property, criminal mischief, graffiti and parking complaints.
3. Collects information from victims and witnesses, conducts research, and refers information as necessary to appropriate party for follow up.
4. Reviews online reports filed by the public; conducts outreach or research within scope of authority and identifies reports requiring follow-up by a sworn officer.
5. Prepares written documents including criminal and non-criminal police reports and memos.
6. Performs vehicle abatement functions; prepares abandoned vehicle descriptions; arranges for towing of vehicles.
7. Performs fingerprinting services for concealed pistol license applications.
8. Assists with or performs traffic direction or control at traffic accidents or events. Sets up traffic cones, barricades and flares.
9. Assists with various administrative duties including record keeping, data entry, filing, indexing, report entry, and other specialized technical and general clerical work.

Community Service Officer II

In addition to the essential functions listed above, the Community Service Officer II performs the following essential functions, as assigned:

1. Conducts community outreach; provides information and education to businesses, schools, homeowners and community groups. Researches, develops and presents information regarding crime prevention such as Crime Prevention Through Environmental Design (CPTED).
2. Assists in investigative activities; organizes cases, conducts research and gathers information. Provides assistance in developing suspect leads, collecting and reviewing video evidence and contacting witnesses.
3. Performs sex offender data entry.
4. Serves as background investigator by coordinating background investigations of prospective department employees; prepares and maintains files, conducts interviews, collects relevant information and coordinates professional services.
5. Provides assistance in processing and maintaining evidence and property; may assist in collection and processing of evidence in the field as assigned.
6. Assists with special projects and assignments.

PERFORMANCE REQUIREMENTS (knowledge, skills and abilities):

Knowledge of:

- Basic law enforcement theory, principles, and practices and their application
- Standard law enforcement information, communications and terminology
- Basic interview methods and principles
- Basic knowledge of the Revised Code of Washington (RCW)
- Basic knowledge of the Bellingham Municipal Code (BMC)
- Basic knowledge of the Washington Administrative Code (WAC)
- Safe work and driving principles
- Computer applications such as word processing and database applications
- Methods and techniques used in customer service and public relations

Skill in:

- Skilled at decision-making, problem-solving, and conflict-resolution/de-escalation under all conditions.
- Strong interpersonal and communication skills.
- Using tact, patience and courtesy when communicating both internally and with the public.

Ability to:

- Work efficiently under emergent and stressful conditions.
- Learn methods and techniques related to basic police functions.
- Learn and become proficient in the use of computer applications such as LONGARM, COPLOGIC, Computer Aided Dispatch, SECTOR.
- Ability to communicate effectively and with clarity.
- Ability to use appropriate interpersonal sensitivity in dealing with people.
- Ability to be flexible and adaptable in decision-making
- Ability to use and interpret street maps
- Ability to establish and maintain effective working relationships with peers, subordinates, superiors, public and private officials and the general public.
- Ability to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to understand, interpret and apply general and specific administrative and departmental policies, procedures and guidelines
- Operate a vehicle in a safe manner
- Physical strength and agility sufficient to perform the essential functions of the classification, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone and fax machine;
  - Effectively communicate accurate information and ideas with others in person, over the phone and via radio;
  - Move between worksite locations throughout the City;
  - Traverse uneven terrain;
  - Frequently lift and move objects weighing up to 35 lbs;
  - Occasionally lift and move objects weighing up to 45 lbs.

WORKING ENVIRONMENT:

Work is performed both indoors and outdoors in any and all property existing in the City of Bellingham and its environs, and in all weather conditions. May be exposed to disturbing and sensitive dialogue, materials and photographs, including exposure to weapons, significant health hazards, hazardous materials and pathogens. Work may be performed in chaotic and intensely demanding time-sensitive situations. May be exposed to property that may be soiled from a crime scene or pest infestation.

EXPERIENCE AND TRAINING REQUIREMENTS:

Community Service Officer I
- Must be 18 years old
- High School diploma or GED equivalent
- Two years of customer service experience preferred

Community Service Officer II
- Must be 18 years old
- High School Diploma or equivalent
- Two years' experience as a CSO I at the City of Bellingham or equivalent position with another department, OR
- Two years' experience as a commissioned law enforcement officer or in a limited commission enforcement position including responsibility for investigation and report writing, OR
- Associates Degree in criminal justice from an accredited college or university and two years of work experience including substantial public contact related to public safety.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Must be able to obtain certification as a Level I ACCESS operator within six months of hire.
- Must be willing to work various shifts depending upon the needs of the Police Department, including evenings, weekends and holidays.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.

PREPARED BY: D. Almer
A.Sullivan
11/2022

REVIEWED BY:_____
Rebecca Mertzig, Chief of Police

REVISED BY:

COMMISSION ADOPTION: September 14, 2022