



Job Title	Community Service Officer I	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	15011

Class Specification - Community Service Officer I

Summary Statement:	
<p>The purpose of this position is to provide customer service to internal and external customers. This is accomplished by accessing law enforcement specific databases to obtain information pertinent to police investigations; submitting personal property through evidence portal; submitting found property through evidence portal; maintaining a working knowledge of Colorado Revised Statutes and Police Department policies and procedures; and providing research and investigative assistance to Police Officers by being knowledgeable of resources. Other duties include department senior office specialist back-up, and distributing division mail.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
60%	Provides quality customer service and assistance to the general public and Police personnel by assisting customers with general Police information; assisting walk-ins with non-emergency and emergency calls requesting Police; and using multiple computer programs and databases to accomplish these tasks. Gather information and write reports that would qualify for Direct Line Reporting (DLR), runaways, missing persons, theft, harassment, and other qualifying situations. Complete pending DLR reports/calls for service. Receive and receipt lost and found property; notify victims of recovered stolen motor vehicles. Perform data entry for private tow companies in CCIC.
20%	Assists the Divisional Investigations Unit by reviewing surveillance video, sending victim letters and completing appropriate supplements.
20%	Ensures facility security by screening visitors to the building; monitoring closed-circuits digital surveillance system; monitoring prisoners and officers' safety in holding cells; and monitoring and operating electronic gates and building doors.



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Competencies Required:

Human Collaboration Skills: Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time customer service experience.

Education and Experience Equivalency:



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One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:
Receives General Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:
This job title has no budgetary responsibility.

Physical Demands:
Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Office
Extreme Temperature	Seasonally
Wetness and Humidity	Never
Respiratory Hazards	Occasionally
Noise and Vibrations	Never



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Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, CJIS, CAD, LERMS, TLO, MFR, Utilities databases, Court Access, and various specialized criminal justice computer applications.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: October 2021