



Classification Title	Community Service Officer	Code	254100
Department	Sheriff's Department	FLSA	Non-Exempt
Pay Range	Public Safety 01	Represented	Yes

GENERAL SUMMARY

Community Service Officers are responsible to provide information to the public in order to assist them in problem resolution and to direct them to the appropriate Sheriff's Department and/or other resources, and to assist with public safety or enforcement activities.

SERIES CONCEPT

None

ESSENTIAL DUTIES & PRIMARY RESPONSIBILITIES

Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.

- Direct people to the appropriate department units or appropriate services and facilities outside the department.
- Act as a liaison with residential and/or government entities to facilitate problem resolution of nuisance issues.
- Carry a limited commission to accomplish abandoned vehicle and hulk removal, disabled parking and other parking enforcement. Write citations for violation of local parking ordinances.
- Drive to locations of reported abandoned vehicles; determine whether the vehicles are on public property and facilitate the impound of vehicles.
- Assist citizens with how to use the Domestic Violence Kiosk.
- Write incident reports for various crimes as referenced in the approved list per the Letter of Understanding re: CSO Report Writing dated February 2019 and any subsequent updates. Reports are taken from citizens who walk in or call the Precinct and where no-scene evidence nor investigation are required.
- Maintain accurate documentation of phone messages left daily on the Abandoned Vehicle Hotline, requests from deputies, referrals from Pierce County Responds and various other sources. Prepare and disseminate quarterly reports.
- Monitor impound vehicles in the Precinct lot and coordinate release of vehicles with owners and tow companies.
- Track vehicles in the forensic impound garage.
- Track pool cars and coordinate vehicle repair and disposal.
- Monitor fence line and surveillance cameras for security.
- Perform front desk/public contact duties such as answering the telephones, greeting the public and directing them to the proper person or section and/or responding to inquiries.



- Perform VIN (Vehicle Identification Number) Inspections at various Pierce County Tow companies and complete Department of Licensing Abandoned Vehicle Report forms as a certified Inspector.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Meet the traveling requirements of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

Other Job Functions

- Perform other job functions as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- High school diploma or G.E.D. certificate is required.
- Must be at least nineteen (19) years of age
- Must be a United States citizen or lawful permanent resident and have the ability to read and write the English language, as required by RCW 41.14.100.

Licenses or Certifications

Obtain and maintain certification in ACCESS (A Central Computerized Enforcement Service System)

OTHER JOB REQUIREMENTS

Prior to being hired in the Sheriff's Department, a candidate must successfully complete the Pierce County Sheriff's Department background investigation, which may include fingerprinting, a medical physical examination, behavioral assessment and polygraph. A valid Washington State driver's license is required.

PREFERRED QUALIFICATIONS

SUPERVISION

The Community Service Officer position does not supervise other positions. General supervision is received for routine procedures; close supervision is received when learning new procedures, working on more complex items or performing duties with public contact. Work is reviewed upon completion for timeliness, quality, thoroughness, accuracy and conformance to established policies and procedures. Employees report to a Sheriff's Department supervisor, i.e., a Sergeant or higher rank.

COMPETENCIES

Knowledge of:

- Basic principle of public relations
- RCW (Revised Code of Washington) pursuant to definition of abandoned vehicles and laws



pertaining to impounding those vehicles.

- Geographic Information Systems maps to determine Right of Way boundaries, in addition to determining what is public property vs private property and public road vs private road.
- Principles, practices and associated terminology of the criminal justice system
- State, County and City laws, codes and ordinances governing parking enforcement
- County roads, geographic locations and physical addresses.
- Community resources and appropriate methods of accessing them

Skill in:

- Working with a variety of individuals from diverse backgrounds.
- Keyboard and computer experience for learning required automated systems and processing associated paperwork.
- Public speaking

Ability to:

- Represent Pierce County in the community in a manner that is consistent with Pierce County's policies.
- Understand and follow written and verbal instructions.
- Prepare clear and comprehensive written reports and other required documentation.
- Deal tactfully and courteously with the public.
- Use independent judgment in making appropriate decisions.
- Establish and maintain effective working relationships with community groups, co-workers, supervisors and the general public
- Effectively manage work time and work independently with minimal supervision.
- Effectively interact with people of all ages and from all social, cultural, ethnic and economic backgrounds
- Operate a computer at an acceptable level of proficiency as required for the position.
- Exercise discretion without fear or favor.
- Work as part of a team effort under the command of Sheriff's Department supervisory personnel.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential job functions of the classification.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

WORKING ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Community Service Officer may work in an office environment or in the field. Travel to and from various work sites and to locations throughout the community is required. An employee in this classification carries a limited Sheriff's Commission to allow for such activities as abandoned vehicle and

hulk removal, disabled parking, and other parking enforcement.

Exposures	Frequency Working in Designated Environment
Individuals who are hostile or irate	Frequently or Often
Extreme cold (<i>below 32 degrees</i>)	Sometimes
Extreme heat (<i>above 100 degrees</i>)	Seldom or Never
Communicable diseases	Sometimes
Moving mechanical parts	Sometimes
Fumes or airborne/blood borne	Frequently or Often
Toxic or caustic chemicals or substances	Sometimes
Loud noises (<i>85+ decibels such as heavy trucks, construction</i>)	Sometimes

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Community Service Officer has a variety of physical requirements based on differing work circumstances. Required physical activities include but are not limited to digital dexterity, walking, standing, sitting, talking, hearing and seeing, twisting, balancing, climbing, crawling, kneeling, bending, stooping, crouching, reaching, lifting, carrying, dragging, pushing/pulling.