



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COMMUNITY SERVICE OFFICER/ RECORDS TECHNICIAN	CLASSIFIED	GRADE: K MONTHS:
BOARD POLICY REFERENCE: 2006/2007 CLASSIFICATION REVIEW		DATE: 06/07

**JOB DESCRIPTION:**

Under general supervision, maintain crime report database; process crime scene evidence; patrol campuses and surrounding areas as assigned by vehicle, bicycle or on foot; secure buildings and facilities, and perform related work as required.

**SCOPE:**

The Community Service Officer/Records Technician maintains current and complete database records of pertinent information and evidence related to criminal cases; collects evidence in accordance with established procedures; and patrols campuses and surrounding areas to observe and report violations of Federal, State and local laws and District rules.

**DISTINGUISHING CHARACTERISTICS:**

The Community Service Officer/Records Technician is distinguished from the Community Service Officer by the added responsibilities of coordination and maintenance of the department's record systems.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Maintains Automated Records Systems (ARMS), CLETS, CAD, I/LEAD, ARF; maintains crime report database; records incident information, witness statements, reports filings and updates legal action taken in the case; generates applicable reports.
2. Manage the retention and distribution of criminal records in accordance with the California Law Enforcement Telecommunications Systems and interprets and applies various state laws regulating the control and release of criminal records.
3. Enter and extract data for a variety of records using several systems and databases; research a variety of data and prepare reports for internal and external requests.
4. Responsible for the sealing, expungement and purging of records.
5. Manage the automated management information and statistical reporting, including the development of reports, designing reports to meet ongoing reporting requirements and special information requests and maintain records and resource files of statistical reports and automated management information.
6. Compile, prepare and distribute Federal Student Right to Know Act (Clery Act) information.
7. Receive information from the public regarding crimes in person at a reception counter and over the telephone; initiate police reports as appropriate per established policy both in person and over the phone.
8. Coordinate service, training and maintenance of the live fingerprint system.
9. Conduct background checks for various law enforcement agencies utilizing numerous databases.

**KEY DUTIES AND RESPONSIBILITIES (cont.):**

10. Provide general information to the public; verbally diffuse difficult situations and resolve minor disputes; answer emergency and non-emergency Police Department telephone; collect, process and account for appropriate fee for a variety of fee-based services; operate a variety of computers and software.
11. Patrol assigned area of the District on foot, vehicle or bike; observe or report violations of local, State and Federal laws; respond to calls related to the protection of life and property, traffic incidents, and other required emergencies as necessary.
12. Provide backup assistance for other officers and personnel; collect, preserve, and maintain evidence, found property, and property for safekeeping.
13. Assist and advise motorists and enforce parking laws by issuing citations and warnings; respond to demonstrations, and other extremely hazardous situations.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Establish and maintain attention to detail; maintain effective working relationships with others; interpret and apply laws, ordinances and policies affecting the maintenance, processing and dissemination of records; speak and write effectively; analyze a variety of statistical computations; collect data; analyze systems and procedures; understand, interpret, and apply federal, state and local rules, regulations and ordinances; review and implement changes in work methods, systems, and procedures; use electronic information equipment and specific systems as used within the department.

**KNOWLEDGE OF:**

Automated records management systems and alternative data processing applications; statistical management information systems as applied to law enforcement activities; the criminal justice system including the relationship of law enforcement agencies to the courts and the District Attorney's Office, and the processing of information through the criminal justice system; the use of electronic information equipment and specific systems as used within the department; principles and techniques of work flow analysis; penal and government codes relating to the maintenance and dissemination of criminal offender records and other related records.

**MINIMUM QUALIFICATIONS:**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

*Education:*

Graduation from high school, supplemented by relevant college coursework at an accredited college. Must have obtained or must obtain approved Peace Officer's Standards & Training (P.O.S.T.) Academy Records Supervisor certificate in State of California.

*Experience:*

Prior experience in security work, parking and traffic control, and public relations.

**LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record. Ability to obtain current First Aid and CPR certification.

**SPECIAL REQUIRMENTS:**

Must be able to perform full range of motion activities such as, but not limited to, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties. Occasionally required to work under inclement weather conditions; may be assigned to work evenings, weekend, and graveyard shifts. Occasional exposure to situations which may be dangerous or life threatening. Must be able to work safely in an environment containing hazardous chemicals. Required to wear a uniform.