

**CITY OF SCOTTS VALLEY
CLASS SPECIFICATION**

JUVENILE COMMUNITY SERVICES OFFICER

JOB PURPOSE:

Under general supervision, to assist the department's juvenile officer with juvenile diversion, juvenile work release, DARE, public relations activities, miscellaneous office work and other job duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This non-sworn position is a part-time entry level juvenile community service officer. Incumbents work part time during the day. Hours may vary from day to day depending on needs. Incumbent may be required to wear a department uniform as specified by the Chief of Police and/or his designee, especially during public appearances.

EMPLOYMENT QUALIFICATIONS (MINIMUM REQUIREMENTS):

Proof at time of application that candidate will be at least 18 years of age at time of employment.

High school diploma or GED/equivalent.

Valid California motor vehicle operators license (Class C/Class 3).

Some general office experience, preferably with a law enforcement agency.

Accurate typing/keyboard skill of 45 words per minute.

Must be a citizen of the United States or a permanent resident alien who has applied for citizenship one year prior to application for employment, in accordance with section 1031.5 of the Government Code.

Must reside within a 60 minute drive to One Civic Center Drive, Scotts Valley, or be willing to relocate within a time limit as set by the Chief of Police of Scotts Valley.

KNOWLEDGE OF:

Knowledge of proper English grammar, spelling, sentence composition and punctuation.

Some knowledge of human motivation and behavior.

Some knowledge of juvenile delinquency, its etiology and effects on local communities.

Some knowledge of effective conflict resolution.

ABILITY TO:

Learn, understand and assist with various juvenile officer programs, including but not limited to, DARE, juvenile diversions, juvenile work release, public relations details; hear, understand, recall and accurately relay verbal communications and instructions received in person, over radio waves or via telephone; read and understand written instructions, City Personnel Rules and Regulations, local, state and federal laws, Police Department General Orders manual, department rules, regulations and procedures, juvenile and crime related literature; communicate effectively with other employees and members of the public; learn and efficiently execute word processing tasks and other various software programs; operate camera, P.A. system and other visual display equipment; organize office tasks; practice efficient time management.

POSITION DESCRIPTION (ESSENTIAL JOB FUNCTIONS):

Juvenile Community Service Officer may be required to perform any one or combination of the following duties and tasks:

1. PHYSICAL PERFORMANCE DUTIES:

A. Involves working in an office environment, sometimes seated, sometimes walking from office to office. Involves operating a keyboard/computer, answering and making phone calls, organizing paperwork, carrying equipment and public information literature, filing paperwork, opening and closing file cabinets and drawers, using office equipment (staplers, hole punches, etc.). Involves working in an office during times of high pressure and/or confusion. Involves occasionally working outdoors. Involves being able to drive a vehicle for the purpose of assisting the juvenile officer in making presentations schools and/or public facilities.

2. JUVENILE COMMUNITY SERVICE OFFICER DUTIES:

A. General JCSO Duties - Examples: Receive information via telephone, in person or over radio waves; listen carefully and communicate effectively with co-workers and members of the public; computer/keyboard work; office filing, organization; observe and accurately recall names, faces, numbers, incidents and places; take directions from several supervisors; assist the juvenile officer with the preparation and implementation of various programs (i.e., DARE, bike rodeos, neighborhood watch presentations, safety demonstrations, Junior Police Academy, work release, home securing inspections, etc).

B. Reading & Writing - Read statutes, reports, memos, juvenile and police related literature, training material, etc. Examples: Read and understand department rules, regulations and procedures.

C. Decision Making - Involves analysis, evaluation and inquiry in order to make proper determinations (e.g., evaluating attitude and perspective of juvenile's parent(s) towards a diversion meeting and relaying this information to the juvenile officer when appropriate).

- D. Review and Recall of Information - Involves review and study of information for later recall. Examples: Review reports for juvenile diversion, appointment dates, etc. to assist the juvenile officer with his/her duties.
- E. Individual program duties:
 - 1. DARE - Compile materials and store in an organized manner, assist in the transport and display of materials, assist in the planning and scheduling of presentations, and additional related duties as assigned.
 - 2. Juvenile Diversions - Assist in the scheduling of diversion meetings, review and tracking of juvenile reports and diversions, management of juvenile diversion file and logs, assist with the formulation of diversion contracts and assignments, follow-up phone calls to divertees and their parents, referrals to appropriate organizations for distraught parents and juveniles, and other duties as assigned.
 - 3. Juvenile Work Release - Assist in scheduling work release for specified divertees, reviewing and updating work release files and sign-in log, interface with Parks and Recreation staff to monitor progress of program, and any problems that arise, conduct follow-up phone calls to divertees and their parents, and other duties as assigned.
 - 4. Public Relations Programs - Assist the juvenile officer with preparation for various PR details, including but not limited to: department tours, talking car presentations, neighborhood watch presentations, bike rodeos, babysitter training, crossing guard program, home security presentations, Kids I.D. Day, and any other PR events.

APPROVED BY THE CITY COUNCIL: February 15, 2006