

COMMUNITY SERVICE OFFICER / CUSTODY

OPEN EXAMINATION – ONE YEAR PROBATIONARY PERIOD

SALARY \$3,662- \$4,797 per month + \$130 assignment pay per month (An 8% PERS deducted from the listed salary for employee's retirement benefits)

FILING PERIOD Open/Continuous Examination. Recruitment may close at any time. CUSTODY OFFICERS ARE REQUIRED TO WORK ROTATING SHIFTS INCLUDING NIGHT HOURS, WEEKENDS AND HOLIDAYS. APPLICANTS WILL BE REQUIRED TO PASS AN EXTENSIVE BACKGROUND INVESTIGATION (INCLUDING A POLYGRAPH), PRE-PLACEMENT MEDICAL EXAMINATION, AND PSYCHOLOGICAL EVALUATION PRIOR TO APPOINTMENT. NO FELONY CONVICTIONS.

THE POSITION

This is a non-sworn, non-peace officer classification, which performs staff, and support duties related to law enforcement. ESSENTIAL FUNCTIONS of the job, include but are not limited to the following: All Community Service Officers assigned to the Jail perform the following essential functions: Receives and answers requests for information from the public, receives complaints, obtains information requested by public, gives courtroom testimony as required. Takes reports, writes routine reports, maintains records, may perform clerical tasks as required. Receives, books, fingerprints, photographs and searches arrestees. Prepares arrestees for court appearance, escorts prisoners to and from cells, supervises their daily care and visitations. Processes prisoners for release. Maintains records regarding prisoners. Writes supplemental reports as necessary. Disseminates information concerning arrestee to court personnel, lawyers, detectives, bonds persons, and family members. May be required to testify in court. May be required to participate in related divisional cross-training efforts based on operational necessity. Experience and qualifications gained in this cross training may apply towards promotional opportunities and transfers. May be transferred within CSO positions as requested. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner. Performs other related duties as assigned or as the situation requires.

MINIMUM REQUIREMENTS

Knowledge, Skills, Abilities

Knowledge of: basic mathematics, English grammar and spelling, filing systems.
Ability to: read, write, and comprehend directions in English; communicate effectively in English both orally and in writing; learn penal, vehicle, and other codes; learn the standing policies and procedures pertaining to police operations; listen and ascertain relevant information quickly and accurately; understand and carry out complex oral and written instructions; deal tactfully and courteously with the public; work effectively with other employees in confined space; make independent decisions in accordance with established policies, procedures, regulations and ordinances; work without close supervision; perform multiple tasks simultaneously (i.e., type information while talking to someone); type at a speed of 20 wpm; utilize a personal computer, computer terminal keyboard and common business computer software; learn and utilize highly specialized software to enter and retrieve data; consistently exercise good judgment and reasoning; stay composed and work in stressful conditions; remain calm and respond effectively in emergency situations; develop necessary skills from on-the-job training and meet standards of performance for the classification by the end of the probationary period; meet the State of California Standards and Training for Corrections minimum physical fitness requirements; successfully complete an eight week Correctional Officer's Academy as per California Standards for Corrections (Title 15) within one year of appointment.

OTHER CHARACTERISTICS

Willingness to: deal with abusive people; work rotating shifts, weekends, and in emergencies; work in confined quarters for extended periods of time; stand/sit for long periods of time; work overtime as requested; assume responsibility for maintaining a safe working environment; be transferred within CSO positions as requested; perform prisoner searches when circumstances require it.

EXPERIENCE

Some law enforcement or corrections experience desirable.

EDUCATION/TRAINING

Graduation from high school or attainment of GED or CHSPE certificate.

LICENSE

Valid California Class C Driver's License.

MEDICAL/PSYCHOLOGICAL STANDARDS

All candidates must pass a pre-placement medical examination and a psychological evaluation.

NOTE

An equivalent combination of experience, education, and/or training may substitute for the listed minimum requirements.

SELECTION PROCEDURE

The examination will consist of a written, a performance (typing) and an oral examination. Weights will be as follows: Written- pass/fail; Performance (typing 20 wpm, net)- pass/fail; Oral 100%. All applications, resumes and submitted reference materials will be reviewed and evaluated and only the best-qualified candidates based on applicable experience will be invited to the oral examination. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills for the position. The City of Glendale reserves the right to modify the above stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination. The selected candidate will be subjected to a background check including Livescan fingerprinting. Candidates will be certified from the eligible list as the needs of the related requirement dictate to allow compliance with State regulations regarding the search of male and female prisoners.

BACKGROUND INVESTIGATION

A comprehensive background investigation will be conducted on all finalists, which will review and verify personal history including, but not limited to financial responsibility, criminal history, drug use history, driving record, and verification of application materials. Significant issues or omissions in the above-stated areas may be grounds for disqualification. Background investigation will include a polygraph
ENTRY-LEVEL EXAMINATION – VETERAN'S CREDIT AWARDED FOR QUALIFIED APPLICANTS.
TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

COMMUNITY SERVICE OFFICER Posting Date: 05/24/2010 Bulletin #7361

(Community Service Officer-Custody-10)

Please Note: The City of Glendale does not accept applications for positions that are not currently open. An official City application is required for all positions. Application materials may be [downloaded](#) or obtained from:

City of Glendale Human Resources Department
613 E. Broadway, Room 100
Glendale, California 91206
(818) 548-2110

You may also email your request for application materials to COG_HR@ci.glendale.ca.us.

The City of Glendale does not accept emailed or faxed applications.

A completed City application must be received by the City of Glendale Human Resources Department by the closing date stated on the job bulletin. Late applications will not be accepted. Jobs that have "No set filing date" may be closed at any time without prior notification.