

CITY OF MT. SHASTA

CLASS TITLE: COMMUNITY SERVICE LIAISON

BASIC FUNCTION:

Under the direction of a Police Sergeant, perform a variety of community service activities for the Police Department including code enforcement, animal control, parking enforcement and law enforcement support functions; serve as a liaison and informational resource for members of the community concerning community service functions and enforcement activities; resolve related issues and conflicts.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of community service activities for the Police Department including code enforcement, animal control, parking enforcement and law enforcement support functions; enforce and assist in assuring community compliance with related laws, codes, ordinances and regulations.

Serve as a liaison and informational resource for members of the community concerning community service functions and enforcement activities; respond to inquiries and provide information concerning related laws, codes, ordinances, regulations, policies and procedures.

Receive and respond to field observations, telephone calls, requests and complaints related to zoning codes, public nuisances, parking violations and animal control; investigate and resolve issues and conflicts related to code enforcement, animal control and parking in a proper and timely manner.

Inspect, verify and meet and confer with complaint subjects concerning alleged or actual zoning code, municipal code, nuisance and animal control issues and violations; conduct follow-up investigations; issue citations and file with appropriate court as necessary.

Perform a variety of animal control enforcement duties; patrol City streets, parks and commercial and residential areas; capture and transport loose, stray, sick or injured dogs; impound or return stray dogs to owners; issue dog licenses and collect related fees.

Patrol City streets to identify illegally parked cars; mark cars parked in restricted areas; determine corrective actions for parking problems and violations; issue parking citations and arrange for vehicle towing as needed; identify abandoned vehicles; arrange for vehicle impoundments as needed.

Investigate complaints from the public regarding stray, sick, injured, neglected, abandoned and abused animals; verify rabies vaccination and licensing; quarantine animals as necessary in accordance with established regulations; release and follow up on quarantined dogs as appropriate.

October 24, 2005

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Provide a variety of law enforcement support services such as equipment maintenance, assisting with run tests, assisting with school crossing guard functions, taking fingerprints, deploying radar trailers, coordinating community service projects, assisting with vector control and purchasing supplies.

Research codes and property records for ownership and permit status in response to zoning code and nuisance issues; notify complaint subjects of necessary corrective, abatement or compliance actions and related time lines; compose and distribute related code violation letters.

Assist local businesses with matters related to City codes such as signage and sidewalk displays; provide required permit forms and information as appropriate; remove posters, signs, advertisement and other materials from City property as needed.

Compile information and prepare and maintain a variety of records, reports and files related to code enforcement, animal control, complaints, violations, citations, dog bites, quarantines, business contacts, licenses, impounds and assigned activities.

Communicate with City personnel, outside agencies and the public to exchange information and resolve issues or concerns; testify in court concerning violations, citations and investigations as requested; prepare and distribute notifications and a variety of other correspondence.

Operate a variety of animal control equipment including catchpoles, cages and leashes; drive a vehicle to conduct work.

Assist the public with locked cars as needed; direct traffic as needed.

Research and provide input concerning the development and addition of municipal codes.

Attend and participate in various meetings as assigned; arrange special events in support of community development as directed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Animal control practices, techniques and enforcement.
- Capture, care and handling of dogs and other domestic and non-domestic animals.
- Methods, equipment and materials used in animal care, control and shelters.
- Oral and written communication skills.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Health and safety regulations.
- Legal and defensive driving practices.

ABILITY TO:

Perform a variety of community service activities for the Police Department including code enforcement, animal control, parking enforcement and law enforcement support functions.

Serve as a liaison and informational resource for members of the community concerning community service functions and enforcement activities.

Learn standards, requirements, practices and procedures related to code and parking enforcement.

Learn, interpret, apply and explain laws, codes, ordinances, regulations, policies and procedures.

Investigate and resolve issues and conflicts related to code enforcement, animal control and parking in a proper and timely manner.

Patrol City streets, parks and commercial and residential areas.

Identify violations and issue citations as appropriate.

Maintain records and prepare reports.

Observe health and safety regulations.

Work independently with little direction.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work related to animal health, State humane laws or related field and two years experience handling and caring for animals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

Valid California P.C. 832 training certificate.

Incumbents must obtain a Code Enforcement certification within a designated period of time.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and outdoor work environment.

Seasonal heat and cold or adverse weather conditions.

Driving a vehicle to conduct work.

Regular exposure to fumes, dust and odors.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate specialized equipment.

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information.

Lifting, carrying, pushing or pulling heavy objects as assigned by the position.

Bending at the waist, kneeling or crouching.

Seeing to patrol and read a variety of materials.

Walking.

HAZARDS:

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Potential for bodily injury from contact with wild, injured, stray and abandoned animals.
Communicable diseases.
Traffic hazards.
Contact with dissatisfied or abusive individuals.
Driving a vehicle during adverse weather conditions.

Under Review