

**SNOHOMISH COUNTY JOB DESCRIPTION**  
**COMMUNITY SERVICE OFFICER, SENIOR (CS)**

Spec No. 4010

**BASIC FUNCTION**

Performs a variety of non-law enforcement and public service duties in support of the Sheriff's Department.

**STATEMENT OF ESSENTIAL JOB DUTIES**

1. Supervises and evaluates the work of assigned subordinate level employees as required; advises, assists and trains subordinates as necessary; participates in the selection of new employees and makes recommendations regarding the hiring, discipline, transfer and termination of subordinate employees.
2. Assists the general public locating information, answering questions, explaining procedures and may refer persons to other agencies.
3. May serve as media liaison in the absence of the Public Information Officer; drafts and releases news information to the news media, television and radio, including taped interviews.
4. Interviews individuals and responds to calls, via Sheriff's radio or telephone, regarding complaints or inquiries dealing with legal statutes, civil and criminal; provides information regarding laws and ordinances, and courthouse walk-in complaints.
5. Receives and processes various forms, applications, licenses and documents.
6. Works with community groups and individuals to develop crime prevention programs; conducts neighborhood block watches, personal safety talks and home security checks; writes reports and maintains records and logs of activities.
7. Maintains a close working relationship with the various social and community service agencies within Snohomish County.
8. May transport runaways, or victims of domestic violence to court or to a shelter; transport abandoned, neglected or abused children to Child Protection Services; mediates disputes between family members and neighborhood, landlords, tenants; counsels citizens with serious personal, social or law enforcement problems; provides support and information to persons in crisis situations.
9. Processes reported false security alarms.
10. Processes or assists with the following variety of non-criminal calls for services: Agency assist, agency referral, agency visit, animal/fowl problems (bite, injury, noise, other), checks on well-being, child abuse assistance (physical, sexual), child custody, child neglect, crime victim/witness assist, death (sudden infant syndrome (assists family)), limited domestic violence follow-up, drug abuse complaint, drunk complaint/problem, emergency assistance (food rations, message delivery, shelter, assistance funds), family problems/dispute follow-up, garbage dumping complaints, juvenile problems and juvenile runaways.

**SNOHOMISH COUNTY JOB DESCRIPTION**  
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Spec No. 4010

STATEMENT OF ESSENTIAL JOB DUTIES (continued)

11. Landlord/tenant disputes, mental contact/complaint (standby hospital, standby with mental health professional), mental follow-up, missing lost/found child, missing lost/found senior citizen, motorist assist (battery jump, lock-out, transport, other), neighborhood problem/dispute including follow-ups, noise/nuisance complaints, officer assist, phone calls obscene/nuisance, property lost/found, public assist, rape victim assist, suicide (unattended (assist family)), subpoena service, civil summons service, traffic control, traffic hazard (Community Service Officer reported/corrected), transport (emergency), and truancy.
12. Train, schedules and coordinates Sheriff's volunteers in the Senior Crime Prevention Unit.
13. Interviews, conducts and completes for referral to prosecutor all follow-up investigation on non-violent harassment complaints.
14. Serves on committees and task forces as directed by the administration.
15. May perform all the duties of subordinate level employees.
16. Performs related duties as required.

MINIMUM QUALIFICATIONS

High school graduation or GED certificate. Eighteen (18) months experience equivalent to that gained as a Community Service Officer; OR, any equivalent combination of training and experience that provides the required knowledge and abilities. All applicants must be a United States citizen. All applicants must hold a valid Washington State Driver's License, unrestricted except as to vision, at time of appointment. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- supervisory methods and techniques;
- interviewing methods and techniques;
- human behavior and informal counseling techniques;
- the judicial and criminal justice system;
- social service agencies available throughout Snohomish County;
- office practices and procedures;
- police practices and procedures.

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Spec No. 4010

KNOWLEDGE AND ABILITIES (continued)

Ability to:

- effectively supervise, train, coordinate and evaluate the work of subordinate employee;
- work under pressure;
- exercise good judgment as to when to act independently and when to refer situations to higher authority;
- assist individuals who are angry, unpleasant or with mental problems, depressed, suicidal and who exhibit bizarre behavior while maintaining a good public relation image in all working situations even when subjected to abusive and threatening language;
- follow written and oral instructions;
- and willingness to maintain the confidentiality of working information and restrict its use to county purposes;
- communicate effectively with people regardless of age, sex or racial, ethnic, economic or cultural background;
- operate standard office machines, equipment, and CRT computer terminal;
- read, understand and interpret laws, ordinances, rules and regulations and to explain regulations and procedures to the general public;
- analyze situations quickly and objectively, recognizing actual and potential dangers, and determine a proper course of action;
- cope with situations firmly, tactfully and with respect for individual rights;
- speak and write clearly and correctly and prepare required reports and correspondence;
- establish and maintain effective working relationships with county officials, other employees and the public;
- maintain physical agility required to deal effectively with emergency situation.

SUPERVISION

Employees in this class serve with a limited commission under the supervision of the Community Service Information Manager. The employee supervises subordinate level Community Service officers.

WORKING CONDITIONS

The work is performed in the usual office environment and field contacts throughout Snohomish County.

Shift and weekend work may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established AND APPROVED BY THE SNOHOMISH COUNTY CIVIL SERVICE  
COMMISSION: September 1988 Spec No. 531615  
Revised and Retitled: May 1990  
EEO Category: 5 – Paraprofessionals  
Pay Grade: 236 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous