

County of Santa Cruz

INVITES YOU TO APPLY FOR:



SHERIFF'S COMMUNITY SERVICE OFFICER

Supplemental Questionnaire Required

Open and Promotional
Job # 24-BN7-01

Salary: \$5,578 – 7,044 / Month

Closing Date: Friday, July 26, 2024

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under general supervision, assist the public, sworn, non-sworn and other staff by performing a variety of public relations, technical, clerical, and law enforcement functions including, receipt and processing of non-emergency calls, report services not requiring a sworn, perform the primary duties associated with the Abandoned Vehicle Abatement Program and other duties as required

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Graduation from high school or attainment of a satisfactory score on a G.E.D test

SPECIAL REQUIREMENTS/CONDITIONS: License: Possession of a valid California Class C Driver License.

Training: Incumbent must attend a Community Service Officer Academy with a minimum of 120 hours of training within six months of appointment. Incumbent must also successfully complete computer dispatch training. **Special Working Conditions:** Exposure to individuals who may be hostile and abusive.



Other Special Requirements: Must be 18 years of age at time of appointment; must be available to work a flexible schedule including nights, weekends, and/or holidays and on an as needed basis.

Background Investigation: An extensive background investigation will be conducted that may include a polygraph examination, drug screen, and Personal History Statement which includes work, legal, driving, financial, and drug possession histories will be conducted. Failure of the background investigation will include but is not limited to one of the following:

1. The commission of any felony involving any federal or state statute.
2. Termination from any employment in the past three years for reasons which are directly related to the abilities and attributes necessary for law enforcement.
3. Any pattern within the past two years of non-payment of debts which resulted in collection action against the candidate.
4. Any incorrect representation or deletion of a material fact on an application.
5. Any verbal misrepresentation or deletion of a fact material to background investigation.
6. Conviction of a felony.

Any exceptions to the above may be considered on a case-by-case basis.

Knowledge: Some knowledge of functions, organization, purpose, operation, and procedures of law enforcement and related government agencies; techniques for dealing with people of diverse socioeconomic levels and cultural groups in tense and verbally abusive situations; report writing in a law enforcement agency; interview and interrogation procedures; basic factors that influence human behavior; operation of communication equipment used in the course of work, such as radios, telephones, pagers, and associated systems; and basic techniques for eliciting and providing information telephonically.

Ability to: Learn and apply applicable laws, rules, and regulations, and to inform members of the public of processes and procedures; successfully complete a Community Service Officer Academy with a minimum of 120 hours of training within six months of appointment; communicate effectively with members of the public in stressful situations; follow written and oral instructions and make decisions in routine procedural matters without immediate supervision; exercise good judgment, reason, and discretion in analyzing and resolving problems; prioritize matters appropriately; prepare clear and concise reports and documents; read, understand, and interpret standard official legal documents; operate standard office equipment including personal and on-line computers; locate streets and other geographical points using a map; maintain accurate records and files; establish and maintain cooperative working relationships with sworn personnel; deal tactfully and effectively with a variety of individuals who may be emotional, hostile, or irate and from varying cultural and socioeconomic backgrounds; adopt quick, effective, and reasonable course of action under adverse and/or emergency conditions; obtain information through interview, interrogation, and observation; and stand and walk for extended periods of time up to 8 hours.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced

examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

SHERIFF'S COMMUNITY SERVICES OFFICER - SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your education, training and experience in public communications.
2. Describe your understanding of the role and functions of a Community Service Officer within the Sheriff's Department.

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing “pre-tax dollars.”

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

www.santacruzcountyjobs.com

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