

**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Board of Supervisors
From: Nancy Nittler, Personnel Director *NN*
By: Ann Craig, Personnel Services Manager *AC*
Date: August 26, 2008
Subject: Approve a Side Letter Agreement with Placer County Deputy Sheriffs' Association on the Allocation and Use of Community Services Officers for Certain Field Work Assignments.

Recommendation:

Approve the attached Side Letter Agreement with Placer County Deputy Sheriffs' Association (PCDSA) on the allocation and use of Community Services Officers for certain field work assignments.

Background:

The Placer County Sheriff's Department has used the classification of Community Services Officer (CSO) to respond to public inquires, explain regulations, departmental policies and procedures, research issues, make presentations as well as process citizen reports. Part of the duties assigned to the classification of Deputy Sheriff I/II have included making cold calls where there is no suspect present, taking citizen reports on missing persons, abandoned vehicles, vandalism, burglary, traffic control and other similar types of field tasks. The Sheriff's Department is planning to use the classification of Community Services Officer to respond to those types of field instances where there are no suspects on scene. The CSO's will take reports that require no or minimal follow up as listed in the attached side letter and assist the deputies on scene when needed. These types of tasks are currently listed in the classification specification (attached) of Community Services Officer and had been anticipated to be assigned when the classification was developed.

The Placer County Deputy Sheriff's Association (PCDSA) requested to meet and confer on the assignment of these duties to another bargaining unit and classification. The department met with PCDSA and the attached side letter is a result of those discussions. The department consulted with Placer Public Employees Organization and they concurred that the assignment of these tasks were within the existing job specification.

Fiscal Impact:

There is no fiscal impact as the Community Services Officer positions are currently funded in the Sheriff's Department budget and there will be no change in the compensation for the classification.

cc: Mike Boyle, Assistant County Executive Officer
Devon Bell, Undersheriff
David Keyes, Jail Captain
Josh Tindall, PCDSA President
Hedy Dehghan, Sr. Personnel Analyst

SIDE LETTER OF AGREEMENT – Community Services Officers

This letter of agreement is intended to evidence the understanding and agreement between The County of Placer (County), through the Placer County Sheriff's Department, and the Placer County Deputy Sheriff's Association (DSA), a recognized employee organization regarding the implementation of the field Community Service Officer (CSO) duties in the Sheriff's Department, as they relate to Deputy Sheriff duties.

This Side Letter of Agreement is entered into between the County and the DSA after participation in meet and confer discussions and will be incorporated into the next Memorandum of Understanding to be adopted. The parties mutually agree that effective the first day following adoption to the following:

1. The defined number of field CSO's will not exceed five (5) without further discussion with the DSA.
2. Increase in field CSO allocations will not displace any current Deputy Sheriff allocations without first meeting and conferring with the DSA specifically on that issue.
3. The field CSO's will have defined duties to help insure that CSO duties do not overly encroach on the established duties of a deputy sheriff. All cases handled by field CSO's will not have suspect contact and will have minimal or no follow-up. These duties include, but are not limited to, the following areas:
 - a. Missing persons reports
 - b. Abandoned vehicle reports
 - c. Stolen/recovered vehicles
 - d. Petty and Grand theft reports
 - e. Burglary reports (requiring minimal or no follow up)
 - f. Lost/found property reports
 - g. Identification theft cases
 - h. Vandalism reports
 - i. Mail theft/tampering reports
 - j. Annoying/threatening phone call reports
 - k. Assist patrol as requested by on-scene deputy sheriffs and supervisors.
 - i. E.g. traffic control, basic evidence collection, and vehicle towing.
 - l. Phone reports not requiring extensive follow-up or involving complex narratives or investigation.
4. Field CSO's should contact sheriff's department supervisors to refer cases that involve more complex or sensitive situations or situations that would require suspect contact or additional follow-up.
5. The CSO class specifications are included as an attachment.

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This agreement is the result of meeting and conferring between the parties and is a full understanding on the above matter. This Side Letter of Agreement supersedes any conflicting provisions in the Administrative Rules and the Placer County Code.

THE COUNTY OF PLACER

Supervisor Jim Holmes, Chairman

Date

Thomas Miller, County Executive Officer

Date

Nancy Nittler, Personnel Director

Date

PLACER COUNTY DEPUTY SHERIFF'S ASSOCIATION



Josh Tindall, President

6-19-08
Date

PLACER COUNTY

September 1995

Revised September 2003

COMMUNITY SERVICES OFFICER I COMMUNITY SERVICES OFFICER II

DEFINITION

To assist the public, sworn and non-sworn staff, and other personnel, by performing a variety of technical and clerical work related to law enforcement functions; to greet and assist the public in a variety of situations; to make presentations and assist in public relations activities; and to perform other duties not requiring Peace Officer status.

DISTINGUISHING CHARACTERISTICS

Community Services Officer I: This is the entry level class in the Community Services Officer series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgement on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Community Services Officer II: This is the full journey level class within the Community Services Officer series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

COMMUNITY SERVICES OFFICER I

Receives immediate supervision from higher level supervisory or management personnel. Functional or technical supervision may also be received from higher level technical or supervisory/management staff.

COMMUNITY SERVICES OFFICER II

Receives general supervision from higher level supervisory or management personnel within a framework of standard policies and procedures. Functional or technical supervision may also be received from higher level management staff. May exercise technical supervision over the Community Services Officer I.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Assist the public either in person, on the telephone, or in the field; diffuse volatile situations; explain Department procedures and policies to the public as needed.
- Compile data from multiple sources to complete and process forms, documents and reports in accordance with established procedures; research problems and refer them to the appropriate person, unit, department, or agency.
- Advise public of applicable regulations and procedures; sign off on specified citations.
- Deliver subpoenas in non-hazardous situations; write reports not requiring the presence of a sworn officer.
- Conduct meetings and make presentations to community and school groups; write articles and press releases; prepare pamphlets and brochures related to law enforcement and crime prevention activities.

Perform a variety of record keeping, filing, indexing and other general clerical work; type statements, letters, petitions, civil and criminal complaints and other material.

Establish and maintain systems and procedures to coordinate, monitor and report on the program status to which assigned; within established guidelines, interpret various departmental rules, policies and procedures of assigned program; communicate program status to affected parties and educate involved participants as to process and program policies.

Compile and total law enforcement statistics; conduct comparative statistical analysis of computer generated reports to insure accuracy of information.

Process citizen reports, inquiries, and calls for service.

May provide traffic control.

May testify in court, as required.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

COMMUNITY SERVICES OFFICER I

Knowledge of:

- Modern office procedures, methods and computer equipment.
- Correct English usage, spelling, punctuation and grammar.
- Basic techniques for dealing with diverse people in tense and verbally abusive situations.

Ability to:

- Learn and apply applicable laws, rules and regulations.
- On a continuous basis, know and understand all aspects of assigned position; intermittently analyze work papers, reports and special projects; remember accounts given by witnesses; identify programmatic changes; interpret and apply internal department rules and regulations; observe while in the field; problem solve situations; and explain law to public.
- On an intermittent basis, sit at desk or in a vehicle; walk and stand during field activities; bend, twist, squat and kneel during issuance of subpoenas; climb stairs and/or ladders while in the field; perform simple and power grasping; pushing and pulling; fine manipulation; lift moderate weight.
- Learn the function, organization, purpose, operation, and procedures of law enforcement and/or public safety agencies.
- Learn to inform members of the public of processes and procedures.
- Learn to read, understand, and interpret standard official legal documents.
- Understand and follow both oral and written instructions.
- Effectively communicate with and elicit information from upset and irate citizens.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

Experience and Training

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

Experience:

One year of experience interviewing clients, applying regulations and dealing with hostile or irate individuals from varying cultural and socio-economic backgrounds is desirable.

Training:

Equivalent to the completion of the twelfth grade.

COMMUNITY SERVICES OFFICER II

In addition to the requirements for Community Services Officer I:

Knowledge of:

- The function, organization, purpose, operation, and procedures of a law enforcement agency.
- Advanced techniques to deal with diverse people in tense and verbally abusive situations.
- Principles and practices of report writing for a law enforcement agency.

Ability to:

- Apply applicable laws, rules and regulations.
- Inform members of public of processes and procedures, especially individuals exhibiting stressful or emotional behavior.
- Read, understand, and interpret standard official legal documents.
- Exercise independent judgement and discretion analyzing and resolving problems; work with a minimum of supervision.
- Enforce the laws, regulations and ordinances governing parking in a tactful, firm and impartial manner.
- Locate streets and other geographical points using a map.
- Maintain accurate records and files.

Experience and Training

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

Experience:

Two years of experience comparable to the duties of a Community Services Officer I.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

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8/1/2008