



Memorandum

Date: August 17, 2022

To: Civil Service Commission

From: Maria Cano, Personnel Analyst

Subject: **REQUEST TO CREATE NEW CLASSIFICATION AND ADOPT CLASSIFICATION SPECIFICATION – COMMUNITY SERVICES ASSISTANT**

On July 28, 2022, the Civil Service Commission received a request from Joe Ambrosini, Director of Human Resources, requesting Civil Service Commission adoption of the new classification specification for Community Services Assistant. Staff has reviewed this request and recommends approval in accordance with Article XI, Section 1101(d) of the City Charter.

The following information is presented for consideration:

- The proposed new classification for Community Services Assistant is exclusive to the Police Department. This new classification is proposed based on the needs of the Department to perform non-sworn, service-oriented duties related to law enforcement and respond to non-emergency calls for service. This non-sworn classification will allow the City's Police Officers to focus on immediate crime intervention and enforcement.
- The Community Services Assistant is responsible for responding to including, but not limited to, home/auto burglaries, non-injury traffic collisions, parking violations, and noise complaints. They will prepare crime, incident, traffic, and collision reports not requiring the expertise of a sworn officer. Community Services Assistants will provide information to residents and visitors including; but not limited to, Police Department procedures and crime reporting protocols.
- The proposed minimum requirements for this classification are as follows:
 - One (1) year of experience involving a substantial amount of public contact requiring tact and discretion in dealing with others; or one (1) year of education in criminal justice, social service, or closely related field from an accredited college or university may be substituted for the required experience, and; a valid motor vehicle operator license.



The Department of Human Resources engaged in the meet and confer process with the Long Beach Police Officers Association (LBPOA) and the International Association of Machinists And Aerospace Workers (IAM) who are in agreement with the proposed new classification specification.

The proposed new classification is scheduled for City Council approval at the August 16, 2022, City Council meeting. If approved, the proposed new classification and salary range will be established as reflected in the attached bulletin.

Representatives from the Police Department and the Department of Human Resources will be present to respond to any questions from the Civil Service Commission.



Memorandum

Date: August 1, 2022

To: Civil Service Commission

From: Joe Ambrosini, Director of Human Resources 

Subject: **CLASSIFICATION SPECIFICATION ADOPTION – COMMUNITY SERVICES
ASSISTANT I-II**

The Commission's approval is requested to adopt the attached classification for Community Services Assistant I-II. This new civilian classification will perform non-sworn, service-oriented duties related to law enforcement that will allow the City's Police Officers to focus on immediate crime intervention and enforcement. Two grade levels were developed. Grade level I is intended to be an entry level classification which will receive formal training and will perform the duties of the classification under general supervision. Grade level II is intended to be the journey level classification. Incumbents in grade level II will possess a significant level of knowledge, skills and abilities in the classification and will often exercise independent judgement in the performance of the duties of the classification. Grade level II may also serve as a lead to the other Community Services Assistants.

The City's Labor Representatives completed the meet and confer process with the impacted associations. City Council approval establishing the classification and salary range has been requested following the August 16, 2022 City Council meeting.

Should you have any questions regarding this item, please contact Fred Verdugo, Deputy Director of Human Resources at (562) 570-5045.

Attachments

Community Services Assistant I-II Class Specification

cc: Fred Verdugo, Deputy Director of Human Resources
Wally Hebeish, Chief of Police, Police Department
Luis Frausto, Personnel Administrator, Police Department

TITLE: **COMMUNITY SERVICES ASSISTANT I-II**

DEFINITION: Under supervision, performs non-sworn, service-oriented duties related to law enforcement.

DISTINGUISHING CHARACTERISTICS:

- Grade Level I - This is the entry level classification in the series. This grade level receives formal training and performs the duties of the classification under general supervision.
- Grade Level II - This is the journey level classification in the series. Incumbents in this grade level possess a significant level of knowledge, skills and abilities in the classification and often exercise independent judgement in the performance of the duties of the classification. Incumbents may serve as a lead to other Community Services Assistants.

EXAMPLES OF DUTIES:

- Responds to non-emergency calls for service including, but not limited to, home/auto burglaries, non-injury traffic collisions, parking violations, and noise complaints, utilizing a department vehicle;
- Prepares crime, incident and traffic collision reports not requiring the expertise of a sworn officer;
- Operates a variety of office equipment including two-way radio, computer systems, and telephone;
- Provides information to residents and visitors including; but not limited to, Police Department procedures and crime reporting protocols;
- Maintains records and prepares routine reports;
- May enforce parking control ordinances;
- May testify and present evidence in court;
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

- One (1) year of experience involving a substantial amount of public contact requiring tact and discretion in dealing with others; or one (1) year of education in criminal justice, social service, or closely related field from an accredited college or university may be substituted for the required experience; **and**
- A valid motor vehicle operator license.

**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

Page 2 of 2

Community Services Assistant I-II (continued)

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively orally and in writing;
- Ability to deal tactfully with the public;
- Ability to read and comprehend written material;
- Ability to organize tasks simultaneously;
- Ability to interpret and apply policies, procedures, and laws pertinent to the position;
- Ability to operate office equipment including computer equipment, specialized software applications/programs and assigned equipment;

Willingness to work shifts, holidays and weekends as assigned.

HISTORY:

Civil Service Commission Approval/Adoption Date: XX/XX/XXXX

FINAL

Job Title	COMMUNITY SERVICES ASSISTANT I-II
Closing Date/Time	Friday, May 27, 2022, at 4:30 PM PST
Salary	\$1,695.76–\$2,489.28 Bi-Weekly
Job Type	Classified - Full-Time, Permanent
Location	Long Beach, California
Department	Police Department - (CL)

Applications are available online beginning Friday, August 19, through 4:30 PM, Friday, September 2, 2022.

The City of Long Beach requires all employees to be vaccinated against COVID-19 prior to their first day of employment unless a medical or religious accommodation is approved by the City of Long Beach's Human Resources Department.

SALARY INFORMATION:

Grade I - \$1,695.76–\$2,314.96 Bi-Weekly
 Grade II - \$1,839.68–\$2,489.28 Bi-Weekly

EXAMPLES OF DUTIES: Under supervision, performs non-sworn, service-oriented duties related to law enforcement. Responds to non-emergency calls for service including, but not limited to, home/auto burglaries, non-injury traffic collisions, parking violations, and noise complaints, utilizing a department vehicle; prepares the crime, incident and traffic collision reports not requiring the expertise of a sworn officer; operates a variety of office equipment including two-way radio, computer systems, and telephone; provides information to residents and visitors including; but not limited to, Police Department procedures and crime reporting protocols; maintains records and prepares routine reports; may enforce parking control ordinances; may testify and present evidence in court and performs other related duties as required.

REQUIREMENTS TO FILE:

One (1) year of experience involving a substantial amount of public contact requiring tact and discretion in dealing with others; or one (1) year of education in criminal justice, social service, or closely related field from an accredited college or university may be substituted for the required experience.

AND

A valid motor vehicle operator license.

***Proof of required documents, such as degree or transcripts, must be uploaded to the online application at the time of filing. Any proofs submitted must contain either the applicant's name or other identifying characteristic on the form. Degrees must indicate the field of study and transcripts must indicate field of study and degree conferred date. Candidates who possess degrees from colleges or universities from outside the United States must attach proof of educational equivalence at the time of filing.**

Knowledge, Skills, and Abilities

Candidates must possess all of the following abilities:

- Ability to communicate effectively orally and in writing;
- Ability to deal tactfully with the public;
- Ability to read and comprehend written material;
- Ability to organize tasks simultaneously;
- Ability to interpret and apply policies, procedures, and laws pertinent to the position; and
- Ability to operate office equipment including computer equipment, specialized software applications/programs, and assigned equipment.

FINAL

Willingness to work an irregular schedule, including nights, weekends, overtime, and/or holidays may be required for some positions.

Positions in the Police Department require the ability to pass a thorough background investigation.

EXAMINATION WEIGHTS:

Application and Supplemental Application..... Qualifying
Written Exam100%

A minimum rating of 70 must be attained in order to pass the examination. Certification by score bands will be considered based on analysis of exam results. The resulting eligible list will remain in effect for at least one year. Screening of applicants will be conducted on the basis of application and required supplemental application submitted. Only those candidates showing the strongest backgrounds on the basis of comparative analysis will be invited to the examination process

If you have not received notification of the status of your application within two weeks of close of filing, please contact the Civil Service Department at (562) 570-6202.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer, and/or Tagalog) are desirable for some positions interacting with the public.

The City of Long Beach is committed to creating a workplace where every employee is valued for who they are. Having our workforce reflect the diversity of our community at various levels of the organization is a continuous goal embraced by our departments, management staff, and policymakers. To support efforts of fairness and diversity, City Leadership is committed to incorporating equity and inclusion into our work by supporting staff and community partners. We are committed to promoting transparency by publishing updated demographic information for employees, including workforce diversity data and pay by race and gender.



This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202. For hearing impaired, call (562) 570-6638.
An Equal Opportunity Employer.