

**STOCKTON POLICE DEPARTMENT**

**GENERAL ORDER**

**SENIOR COMMUNITY SERVICE OFFICER**  
**SUBJECT**

**DATE:** March 28, 2019

**NO:** K-2

**FROM:** CHIEF ERIC JONES

**TO:** ALL PERSONNEL

**INDEX Senior Community Service Officer (Sr. CSO)**  
**Duties of Senior CSO**

**I. POLICY**

The duties of a Senior Community Service Officer varies according to their immediate assignment, goals of the department, and the discretion of the Chief of Police.

**II. FUNCTION**

The Senior Community Service Officer will function at the discretion of the Chief of Police and provide supervision of Community Service Officers as assigned. The services and duties will be non-hazardous in nature.

**III. DUTIES AND RESPONSIBILITIES**

Under general supervision, provides lead direction to assigned Community Service Officers; performs specialized work with community residents, neighborhood groups/communities, local school districts, City departments, and other public and private agencies; performs related work as assigned. Duties may include, but are not limited to, the following:

- A. Provides lead direction, training, and work review to Community Service Officers; organizes, coordinates, and assigns work; sets priorities and follows up to insure completion of assigned work.
- B. Plans, develops, coordinates, and presents specialized educational programs on selected subjects to neighborhood groups/committees and other private and public agencies.
- C. Assists with the establishment of neighborhood betterment committees (NBCs) to identify neighborhood improvement goals and develop action plans for solving drug, gang, and other related social problems.
- D. Conducts neighborhood betterment committee meetings and makes contact by door-to-door recruitment and surveys.
- E. Responds to citizen letters directed to the City and/or the Police Department, prepares data on neighborhood improvement, assists with special projects and assignments.
- F. Prepares, writes, edits, and distributes informational materials to neighborhood residents, schools, and other public and private agencies.
- G. Serves as a liaison between the Police Department, other City departments, neighborhood watch groups, school districts, and neighborhood betterment committees in their geographical area of responsibility.

- H. Serves as a resource for parents, educators, students, community organizations and groups, professionals, and the news media.
- I. Assists in the promotion and production of departmental activities.
- J. Assists with daily office work; i.e., answering phones, assisting with walk-ins, etc.
- K. Maintains current knowledge of issues in areas of expertise.
- L. Schedules and coordinates training for Community Service Officers to enhance their effectiveness.
- M. Coordinates needs assessments to identify concerns at the district level.
- N. Assists with Project Pride and Operation Impact neighborhood clean-up efforts.
- O. Plans, coordinates, and implements projects as deemed necessary by the Chief of Police, division heads, or department lieutenants.