



POSITION DESCRIPTION

Title: Community Service Officer
Department: Police Chief
Status: Full-time Non-exempt
Immediate Supervisor: Crime Analyst & Support Services Supervisor

SUMMARY OF POSITION

Under the direction of the Police Supervisor, the Community Service Officer is a non-supervisory position responsible for the performance of duties which, by their nature, are not required to be performed by a sworn police officer. Work involves the following duties: animal control, ordinance violations on public and private property, traffic direction, front desk reception and data entry, and other non-enforcement services for the public. This position assists the police department's patrol division as needed.

A. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains community relations by delivering information, reports, etc., to businesses, schools or homes as needed by the police department.
2. Performs animal control activities such as responding to calls or complaints on animals, trapping and relocating ill, injured, and dangerous animals, processing animal bite reports, and providing follow-up as required. Enforces animal control ordinances through warnings and citations. Provides maintenance and management services for the City Animal Impound Facility.
3. Aids motorists by providing directions and making emergency repairs.
4. Serves as a messenger, making deliveries to and from the BCA, Court, Prosecuting Attorney, other law enforcement agencies and parties as requested.
5. Acts as the primary reception person for the Public Safety Department, greets visitors and customers, answers questions from the public on the phone or in person, or directs inquires to the proper agencies when necessary. Conducts tours of the Public Safety building when required.
6. Prepares routine correspondence and reports such as memos, inquiries, and status/activities reports. Assists in other administrative functions such as filing, form storage management, and computerized data entry.
7. Participates in youth safety programs such as bicycle safety, fingerprinting, registration, etc.
8. Patrols park system properties, trails, facilities and buildings.

9. Aids sworn officers by assisting with activities such as: accidents scenes, medical emergencies, special detail, traffic control, traffic/radar surveys, and the enforcement of parking regulations.
10. Maintains community programs by registering residents and businesses, securing required participant files, and assisting participants.
11. Monitors the lockup facility, including booking process, maintaining constant audio and video monitoring of prisoners.
12. Performs all other duties as assigned.

B. OTHER DUTIES AND RESPONSIBILITIES

1. Observes all safety rules and procedures.
2. Performs administrative office tasks such as records management, equipment maintenance, and public service follow-up calls.
3. Operates computer to access or enter data; utilizes departmental software packages.

C. NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to maintain a high level of personal integrity, acting at all times within the scope and intent of Department policies and procedures, and the Manual of Conduct.
2. Ability to communicate effectively in English, both orally and in written format.
3. Ability to establish and maintain effective working relationships with coworkers, City staff, and the public. Must exhibit a sincere interest in serving visitors and clients of the Police Department.
4. Ability to follow oral and written instructions, and to work independently in performance of duties.
5. Ability to lift and carry heavy objects, crawl, stand, bend, reach, run, subdue and transport ill, injured and dangerous animals, crouch, chase, jump, climb, and manipulate objects requiring manual dexterity as needed to perform the duties.
6. Ability to work a flexible schedule as needed.
7. Certified in CPR and knowledgeable in first aid procedures.
8. Skilled in the use of personal computers and software programs.
9. Skilled at driving a motor vehicle.

D. MINIMUM REQUIREMENTS

1. High school diploma or GED.
2. Valid Minnesota Driver's License with a good driving record required.
3. CPR and Red Cross training required.

E. DESIRED QUALIFICATIONS

1. Post-secondary degree and/or work related experience in law enforcement, criminal justice, or other public safety related area.
2. Minimum typing speed of 35 good wpm.

F. TOOLS AND EQUIPMENT USED

Motor vehicle, vehicle monitoring radar, two-way radio communication equipment, emergency medical apparatus, computer and networked system including appropriate software, multiple line telephone system, copy and fax machines.

G. WORK ENVIRONMENT

The work environment varies according to the needs of the department, however, work is primarily achieved within the Public Safety Building, a motor vehicle, or in the outdoor environment, often under adverse weather conditions.

Motor vehicle space is limited due to required equipment such as: radios, radar, and emergency medical gear. Distracting noise levels are often present due to radio communications. Required clothing consists of a uniform and portable two-way communication equipment.

H. PHYSICAL DEMANDS (* = ESSENTIAL TO THE JOB)

- *Sight read reports, monitor patrol area, identify vehicle or suspects
- *Hearing monitor radio communications, answer inquires, comprehend work direction
- *Speech communicate understandably
- *Smelling detect hazardous materials, gases, chemicals or fumes
- *Feeling check for vital signs when rendering medical assistance
- *Repetitive Movements hands/wrists on keyboard; arms/hands while directing traffic
- *Sitting sit for various lengths of time in motor vehicle, front reception desk
- *Standing stand for various periods of time at front reception desk, directing traffic flow, assisting at community events
- *Lifting animal cages and animals, equipment; able to lift up to a maximum of 75 pounds
- *Walking foot patrol, capture or aid distressed animals, check prisoners
- *Reaching retrieving items
- *Pulling/pushing/grappling capture, control, move animals from one location to another
- *Grasping animal control tools, writing instruments, steering wheel

- *Twisting/turning getting in and out of squad car, performing first aid
- *Kneeling/crawling/squatting offering assistance at accident scenes, aiding injured animals
- *Running capture domestic and wild animals
- *Climbing stairs and uneven terrain

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By:

Department Head Date

City Manager Date

Human Resources Coordinator Date