

City of Countryside

Position Title: COMMUNITY SERVICE OFFICER

Department: Police
Employment Status: Part-time
Union: No
Date: January 22, 2013

POSITION SUMMARY

Provide first-line, non-emergency response via telephone or in person to citizens requesting information or service from the Police Department. Performs administrative work in non-sworn law enforcement activities.

SUPERVISION RECEIVED

Works under the supervision of the Community Service Officer Supervisor and sworn staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must be available to work shifts, including weekends and holidays.
- Performs front-desk duties involving the collection and organizing of all necessary information for criminal and non-criminal reports; responding to walk-in and telephonic requests; processing visitor access to police and other City facilities; and monitoring prisoners and other secured areas.
- Answers, screens, and routes non-emergency telephone calls and walk-in inquiries.
- Explains police department procedures, services and similar information requests accurately, professionally, and within departmental and City standards.
- Receives complaints from public concerning crimes to determine appropriate resources needed.
- Assists sworn police officers in performing their tasks and assignments by relieving them of tasks not requiring a sworn officer.
- Generates reports and maintain records.
- Assists sworn police officers with the processing of prisoners, and collecting information from persons for other non-criminal purposes.
- Processes bonds, arrest warrant information, and other case files in preparation for adjudicatory hearings. Completes arrest paperwork; verifies and coordinates the processing of any arrest warrants with other agencies; and performs other police records duties as required.
- Collects monies associated with fees, fines, and bonds.
- General administrative and clerical duties as assigned, including typing, filing, and data entry.

OTHER JOB FUNCTIONS

Performs related work as required.

MINIMUM QUALIFICATIONS—GENERAL

- Valid driver's license.
- No felony convictions or disqualifying criminal histories.
- Must be able to read and write the English language.

MINIMUM QUALIFICATIONS—EDUCATION & EXPERIENCE

- High School diploma or equivalent.
- One to three years related experience and/or training.
- An equivalent combination of education and experience.

MINIMUM QUALIFICATIONS—SKILLS, KNOWLEDGE & ABILITIES

- Must be able to effectively communicate with members of the public, sworn officers, city employees, and other visitors to the police station, using customer service principles and techniques; convey information effectively and discreetly.
- Ability to act effectively in emergency and stressful situations; this includes interactions with prisoners and other irate, emotional, and irrational persons.
- Knowledge and use of computer systems, and ability to be trained in department-specific software and hardware.
- Ability to coordinate information from a variety of sources; compile into appropriate format; interpret according to policies, practices, and procedures.
- Ability to identify a problem and the best possible resolution.
- Ability to communicate effectively orally and in writing; ability to write reports and memoranda using proper format, punctuation, spelling and grammar, using all parts of speech in a manner understandable to the receiver.
- Knowledge of modern law enforcement principles, procedures, techniques, and equipment.
- Ability to understand and follow general oral and written instructions and detailed working procedures.
- Ability to maintain confidentiality in all police department matters.

SPECIAL REQUIREMENTS/QUALIFICATIONS

Must attain LEADS certification during the probationary period and must attain re-certification every two years.

EQUIPMENT USED

Computer, specialized software, telephone, typewriter, calculator, fax machine, copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will be expected to function in a stressful environment. The employee regularly works in inside environmental conditions. Employees must conduct themselves with a high degree of professionalism despite frequent contact with individuals who are distraught, angry and sometimes disrespectful. The content and nature of many calls is traumatic and disturbing. Work is carried out in a secure, controlled, and highly structured work environment.

EMPLOYEE SAFETY AND RISK MANAGEMENT RESPONSIBILITIES

All employees are expected to exercise their responsibilities for employee safety and risk management. Adherence to safety requirements is considered an important measure during employee performance evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as, reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing work assignments; only operate equipment as trained and authorized to providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis and special training sessions. Other

responsibilities with regard to employee safety may appear from time to time in other City of Countryside documents.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Department: Police
FLSA Status: Non-exempt
Prepared By: Chief of Police
Prepared Date: November 1, 2012
Approved By: HR Committee
Approved Date: January 22, 2013