Agenda Report

August 4, 2014 City Council Meeting

Item No.16

ISSUE: Approval of New Position Description for COMMUNITY SERVICE OFFICER

Consideration of Resolution 14-0844 approving a new City of Windsor Heights job description for two part-time Community Service Officers (CSO) within the Police Department.

BACKGROUND:

Recently a full-time Administrative Support Clerk in the police department submitted her resignation. Subsequent to this the police chief has completed a civilian staffing needs assessment within his department to determine how best to move forward in filling the vacancy. With the inevitable separation of duties that will be experienced once city administration moves to its new building in the fall of this year, the police chief is recommending the present full-time vacancy be replaced by two part-time civilian staff members and that the duties assigned to these persons be reclassified in manner that better serves the mission of the entire police department. This new position will be called a Community Service Officer and will serve dual roles: (1.) assist with clerical duties and customer service support at the public safety building, and (2.) aid police personnel in the field in non-sworn support and enforcement capacities such as animal control, parking enforcement, ATE deployment, prisoner booking, traffic control and roadside assistance.

The CSO position will be a dynamic, multi-faceted opportunity for two new employees to experience a wide range of duties within the law enforcement field. This position will be the primary back-up to the Administrative Support Clerk and will aid in data entry, processing open records requests, receiving payments, processing various city licenses and permits, overseeing the Vacation House Watch program, and coordinating pet licensing and animal control. This position may also be called to assist police officers at crime scenes, accident scenes, weather-related incidents, addressing parking complaints, conducting community patrols and extra watches and aiding with special events. The CSO will issue/serve civil citations, assist with community crime prevention programs as directed, dispatch non-emergencies, and aid in maintenance, setup and service of department vehicles. The CSO will not be a sworn peace officer.

Recruitment for candidates will begin immediately after approval of this position description. The goal will be to find two quality candidates that will work 20-25 hours per week at a starting wage of $15.28 per hour. This salary commitment will be approximately a $4,000 savings to the existing vacancy and there will be additional cost savings ($5k - $15k) due to no associated health care costs for either of the part-time positions.

RECOMMENDATION:

Staff recommends the City Council approve the resolution authorizing this new position description and the subsequent recruitment to immediately fill two part-time CSO positions.

STAFF CONTACTS:

Jeffrey A. Fiegenschuh, City Administrator
Dennis McDaniel, Chief of Police

THE CITY OF WINDSOR HEIGHTS, IOWA

RESOLUTION NUMBER 14-0844

A RESOLUTION APPROVING AN UPDATED JOB DESCRIPTION AND PAYSCALE FOR THE COMMUNITY SERVICE OFFICER

WHEREAS, the City of Windsor Heights desires that the City as a whole, and each department individually, be run as a professional organization; and

WHEREAS, the departments of the City of Windsor Heights need to clearly outline policies, practices and procedure-including but not limited to job descriptions-that guide City personnel to perform to desired levels; and

WHEREAS, the City of Windsor Heights has a need to periodically revise and update job descriptions to share with personnel; and

WHEREAS, the City of Windsor Heights desires to adopt the job description for the Community Service Officer (CSO).

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, that the attached City of Windsor Height job description for the Community Service Officer be approved and adopted and the new pay rate be set at $15.28 for FY 15.

PASSED AND APPROVED THIS 4TH DAY OF AUGUST, 2014.

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Steven Peterson, Mayor Pro Tem

ATTEST:

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Jeffrey A. Fiegenschuh, City Administrator/Clerk

CITY OF WINDSOR HEIGHTS

Position or Title: **COMMUNITY SERVICE OFFICER**

Pay Class: Regular Part-Time, Non-Exempt

Description: The Community Service Officer (CSO) is under the direct supervision of the Police Department and will afford the divisions of the police department and the Chief's office with the opportunity to better provide services and functions within the city of Windsor Heights. This position offers a wide variety of non-sworn support and enforcement functions for the public and police department staff including: complaint and inquiry response, records and database management, public information distribution, public fingerprinting and criminal fingerprint reporting, clerical support, receipt of payment for permits and fines, filing and maintenance of city records, facility security and monitoring, animal control, parking enforcement, roadside assistance and traffic control, mobile ATE deployment and review, and prisoner booking and monitoring.

Essential Job Functions: The CSO assists the public by answering telephones, receiving payments, handling walk-in service, answering questions, addresses complaints and forwards issues/requests to the appropriate city department, processes and prepares mail, provides administrative support to law enforcement and Fire/EMS services and may be called upon to support other departments and staff.

The CSO is responsible for serving as the primary back-up to the police department's Administrative Support Clerk (ASC). S/he operates computers, telephone and radio equipment, receives, relays, and transmits messages; enters a variety of department records into the police department's records management system, accesses the I-LEADS and Iowa System for records checks in support of duties as appropriate and researches case disposition reports; supports arrest warrant system entry and recall.

The CSO issues pet licenses to the public and handles other animal control-related paperwork and duties; processes applications for noise permits, panhandler, peddler, solicitor, and transient merchant permits, block party permits; completes alcohol licensing

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applicant background checks; balances cash register and receives payments for other permits, licenses, and rental fees as required by the City.

The CSO provides copies of press releases to the media or public upon request, distributes incident reports and calls for service logs consistent with guidelines from the Freedom of Information Act. Copies audio/video files of investigations, supports the ASC in entering documents into the Electronic Data Management System, supports the electronic transfer of criminal violations prosecuted through the Polk County Attorney's Office and the city attorney. S/he processes impound releases after verification of ownership; manages the Vacation House Watch program and makes physical security checks on a weekly basis; monitors temporary holding cells and assists with detainee searches, monitors juvenile detainees and may assist with prisoner transports.

The CSO assists officers at crime scenes, fire scenes, accidents scenes, weather-related incidents, addresses animal and parking complaints, conducts community patrols and extra watches and aids with special events; issues/serves civil citations; assists with community crime prevention programs as directed; dispatches non-emergencies; assists in department trainings as a scenario participant when needed; aids in maintenance, setup and service of department vehicles; assists with inventory, ordering and stocking of equipment, gear and supplies.

Other Responsibilities:

The CSO must have the ability to confer with the general public, businesses and citizen groups, to review and explain code requirements or other regulations in a tactful, firm and impartial manner and maintains effective working relationships with citizens, property owners, visitors, and city employees.

The CSO assures that the police department's mission, goals, and objectives are fully supported and initiated. S/he is required to maintain confidentiality in all appropriate matters and may be called upon to testify in court.

The CSO assists with operational and administrative preparations and any other requested duties pertaining to effective city operations. S/he will provide administrative support to all members of the management team when necessary and may be called upon to do so with short notice. The CSO will handle other duties and projects as assigned. The CSO is not a sworn peace officer.

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Entry Requirements:

- Must be at least 21 years of age
- Must have a high school diploma or equivalent, Associate's Degree in a related area is preferred
- Must possess and maintain a valid Iowa driver's license
- Handle confidential information in a sensitive manner
- Take initiative and regularly demonstrate problem-solving
- Effective oral and written communication skills
- Excellent interpersonal communication skills
- Demonstrate sound judgment and decision-making abilities
- Possess good organizational skills, ability to handle multiple priorities, excellent time management and flexibility

Knowledge/Skills/Abilities:

- Knowledge of/experience in criminal justice or public administration is preferred
- Knowledge of state and municipal code and general knowledge of city government is also preferred
- Ability to demonstrate general clerical skills and office management functions is required
- Ability to concentrate in a dynamic work setting
- Ability to certify and effectively operate less-lethal weapons (Taser, OC spray, ASP baton)
- Ability to work independently with limited supervision
- Must be able to read, write, and speak the English language
- Must be able to acquire and maintain NCIC and CPR/AED/First Aid certification within six months
- Must be willing to actively participate in all city activities required by the position
- Must be willing to abide by the Standard Operating Procedures of the Police Department, the City's Personnel Policies, and any other directives or work rules
- Must be willing to complete the initial training required and participate in various training programs; must be willing to maintain any certification provided by or for the City through successful completion of continuing education requirements; must be willing to attend special schools and conferences held by other organizations and agencies.

Major Work Characteristics: This position works in an office environment and/or in the field, sometimes working alone. This position also works directly with elected officials, city staff, and members of the public on a regular

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basis and requires the ability to multi-task proficiently. The CSO must work with animals, may be exposed to violent behavior and traffic hazards, physically or mentally impaired individuals, inclement weather, strong odors; has the ability to push, pull, or lift greater than 50 pounds. This position requires intermittent balancing, stooping, crouching, crawling, climbing, kneeling, reaching, handling, dexterity, feeling, near sight acuity, far sight acuity, depth perception, talking, hearing, smelling, color vision, field of vision, concentration, judgment, and writing ability. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary/Benefits:

Current compensation information is available from the City's Finance Officer. Information regarding benefits for the position is included in the City's Personnel Policies Manual and is available upon request.

This position is subject to pre-employment and on-going drug and alcohol screenings. This position is also subject to a pre-employment physical.

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Acknowledgement

I have read and understand the information contained in the above job description and specifications. I have been given the opportunity to make any clarifications and/or corrections to this job description I feel necessary. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or working conditions associated with this position. Also, while this list is intended to be an accurate reflection of the current posting, the employer reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by the employer.

I understand that I may be called to work with minimal notice and/or be assigned to different shifts or hours outside the normally defined workday or work week. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate employment at any time and for any reason and the employer has a similar right.

Employee's Signature	Department Head
Date	Date

The City of Windsor Heights is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act Amendments Act, the City will provide reasonable accommodations to qualified individuals with disabilities, and encourages prospective employees and job incumbents to discuss potential accommodations with the Employer.

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Police Department Civilian Staffing Needs Assessment – July 2014

PROBLEM STATEMENT:
Resignation of one full-time Administrative Support Clerk (ASC) effective August 1st

OPTIONS:
1. Maintain status quo – advertise to replace one full-time ASC
2. Tweak existing ASC job description (or create new position) to include specialized duties of crime/intel analyst, civilian evidence technician, and investigative support focusing full resources towards aiding Investigations unit shortfalls. Recruit and hire one full-time, salary increase may be necessary or transfer existing ASC to position.
3. Create new Community Service Officer (CSO) position that blends support duties of civilian clerical staff with non-sworn support functions of daily operations within law enforcement activities. This position becomes a "utility player" that blends strong customer service skills with day-to-day policing interests.

STAFFING POSSIBILITIES FOR OPTION 3:
1. Recruit and hire one full-time person at comparable salary and benefits to existing ASC vacancy (annual salary: $39,724 ~ $19.10/hr).
2. Divide responsibilities of CSO between two part-time positions (1 FTE) that work 20-25 hours per week each covering M-F 8a-5p.
   a. Wage Option 1: $15.28/hr @ 45 hrs/wk = $35,755/yr > save $4k + insurance
   b. Wage Option 2: $17.00/hr @ 45 hrs/wk = $39,780/yr > save insurance
   NOTE: This is same hourly wage as new part-time ATE Clerk position

NEARBY CSO SALARY COMPARISONS

	Ankeny	*Johnston*	*West Des Moines*
RANGE:	$16.35 -23.01/hr	$19.63-23.88/hr	$19.05-23.88/hr

FINAL RECOMMENDATION:
Recruit for Option 3, Staffing Possibility 2.a.
Evaluate budget options to transfer Det. truck to CSO and replace Invest vehicle in FY15