City of Windsor Heights

Community Service Officer – (Public Safety)

Department: **Police Department**
Reports To: **Chief of Police / Fire Services**
FLSA Status: **Part-time, Non-exempt**
Written By: **Dennis McDaniel**
Approved By: **Brett Klein**
Council Review and Approval on July 20, 2015

Summary Description:
The Community Service Officer (CSO) is an employee of the Police Department and reports directly to Support Services Division Commander. The incumbent provides the police and fire departments and the Chief's office with an array of 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 public safety staff including: complaint and inquiry response, public fingerprinting, facility security and monitoring, fleet maintenance, code enforcement, animal control, parking enforcement, roadside assistance and traffic control, mobile ATE deployment, prisoner booking and monitoring, records and database management, filing and maintenance of city records.

Appointment/Selection:
Selection is made by the Chief of Police / Fire Services with final approval from the City Administrator. Selection shall be based upon merit and qualification.

Knowledge, Skills, and Abilities:

- Knowledge of/experience in criminal justice, public safety, or security.
- Knowledge of state and municipal code and general knowledge of city government.
- Ability to certify and maintain fitness level to effectively operate less-lethal weapons (Taser, OC spray, ASP baton).
- Ability to work independently with limited supervision.
- Ability to concentrate in a dynamic work setting.
- 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 maintain effective working relationships with citizens, property owners, visitors, and city employees.
- Ability to take initiative and regularly demonstrate problem solving.

- Demonstrate effective oral and written communication skills; maintain excellent interpersonal skills.

- Demonstrate sound judgment and decision making abilities.

- Possess good organizational skills, ability to handle multiple priorities, excellent time management and flexibility.

Essential Functions (The following is a list of typical duties and not meant to be exclusive or inclusive):

- The CSO assists the public by handling walk-in service, answering questions, addresses complaints and forwards issues/requests to the appropriate city personnel.

- Assists with operational and administrative preparations and any other requested duties pertaining to effective public safety operations.

- Acts as the Code Enforcement Officer; investigates complaints and inspects properties for nuisance and municipal code enforcement violations, processes and prepares mailings, writes reports, conducts follow-up, and issues municipal infractions/civil citations.

- Provides administrative support to law enforcement and Fire/EMS services and may be called upon to support other departments and staff with short notice.

- Addresses pet licensing concerns with the public and handles animal control-related paperwork and duties.

- Investigates parking complaints and issues citations.

- Assists in managing 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.

- Assists officers at crime scenes, fire scenes, accident scenes, and weather-related incidents.

- Conducts community patrols and extra watches and aids with special events and traffic control.

- Assists with community crime prevention and education programs as directed.

- Assists in department trainings as a scenario participant when needed.

- Maintains a state of readiness of facilities and equipment through scheduled inspections, testing and maintenance; operates and performs general maintenance on specialized equipment.

- Aids in setup and service of department vehicles; assists with inventory, ordering and stocking of equipment, gear and supplies.

- Safely operates emergency response units within the guidelines set forth by the department.

- Promotes departmental policies, procedures, objectives, safety and quality assurance programs.

- Interacts effectively, professionally, and tactfully with the general public and all participating agencies, dispatch, and public safety personnel.

- Maintains confidentiality in all appropriate matters and may be called upon to testify in court or municipal appeals hearings.

- Other duties as directed.

Experience and Training:

- Must be at least 18 years of age with high school diploma or equivalent.

- Have never been convicted of a crime of moral turpitude; deferred judgments of indictable offenses shall be evaluated on a case-by-case basis; simple misdemeanor convictions other than traffic offenses shall be examined for pattern of behavior and/or character concerns.

- Is not addicted to drugs or alcohol.

- Must be of good moral character.

- Possess and maintain Iowa Class C driver's license showing no pattern of habitual driving violations within the last thirty-six (36) months.

- 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.

- Must be able to read, write, and speak the English language. Bilingual applicants will be given preference.

- Must be able to acquire and maintain NCIC and CPR/AED/First Aid certification within six months.

- Must reside within thirty miles response time from the Public Safety Building within one year from date of hire.

- This position is subject to the City of Windsor Heights Drug and Alcohol Testing Policy which may include: pre-employment testing, post-accident testing, random testing, reasonable suspicion testing, return to duty testing, and follow-up testing.

Tools and Equipment Used:

- Possess the ability to operate: emergency response vehicles, public safety radios, Taser, striking instruments, chemical dispersals, computer hardware and software, AED and first aid equipment, and other duty related equipment as assigned.

- Ability to use contemporary technology; computers including word processing, spreadsheet and database softwares, social media applications; telephone, copy machine, fax machine, postage meter, scanners, printers and cameras.

- Cleaning and maintenance chemicals and solutions in accord with manufacturer's specifications.

Work Environment/Frequent Physical Demands:

The physical demands described herein 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 a qualifying disability to perform the essential functions.

- Must be able to frequently operate motor vehicles to assist in carrying out the business of the department and the City.

- While performing the duties of this job, the employee is frequently required to sit, talk and hear.

- The employee is frequently required to stand, walk, use both hands and fingers simultaneously, handle, operate objects, controls, or equipment, reach with hands and arms, climb or balance, stoop, twist, bend, kneel, crouch or crawl, and taste or smell.

- Moderate lifting, pushing or pulling of objects weighing between 30-50 pounds and occasionally required to lift, push and/or move more than 100 pounds.

- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus; normal hearing in each ear.

- While performing the duties of this job, the employee frequently works in outside weather conditions where there will be regular exposure to sunlight, night time, extreme dark, below freezing temperatures, rain, snow, wind, high heat temperatures and all other weather conditions associated with the state of Iowa.

- The employee occasionally works near moving mechanical parts; in high, precarious places; with explosives; is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals; extreme cold, extreme heat, and vibration.

- The noise level in the work environment is usually moderate.

- Employee may be exposed to close quarters, dirt / dust, fumes / odors, moving machinery, visual strain, mechanical and chemical hazards, traffic hazards, uninsulated or unshielded electrical and medical hazards, microbiological hazards, infectious agents, sharp objects, vibration, smoke, radiation hazards, noxious odors,

weather elements, oil and grease, stressors, possible injuries and unpleasant social situations.

Interaction with Other Department/Staff:

- The position requires a moderate degree of information sharing between administration, clerk, parks, police, building inspector, City Council, and other temporary staff. It is of the upmost importance that any personal information be kept strictly confidential and in the event of written documents with personal information be held under lock and key.

The duties 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 employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Acknowledgement:

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the City of Windsor Heights reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the City of Windsor Heights. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. 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 my employment at any time and for any reason, and the City of Windsor Heights has a similar right.

_____	_____	_____	_____
Employee's Signature	Date	Chief of Police / Fire Services	Date

The City of Windsor Heights is an Equal Opportunity Employer.