

Community Service Officer

Department: Police Department	Work Location: 448 Park Ave	Date of Last Revision: November 7, 2018
Reports To: Police Chief	Supervises: None	Licenses/Certificates Illinois Class D License
FLSA Status: Non-Exempt	Pay Classification: 4	Hours Per Week: 25 hours- part time

NATURE OF WORK

This is responsible municipal law enforcement work in the protection of life and property through the enforcement of ordinance and the performance of other duties that do not require physical arrest, or relate to a crime in progress.

Work involves responsibility for protecting life and property, responding to noncriminal complaints and enforcing ordinances. The Community Service Officer may be assigned to duties involving traffic control, parking enforcement, vehicle and building lockouts, and other duties that do not require a higher level of training and expertise. Work is normally performed without direct supervision, and an individual must be able to exercise independent judgment in meeting various situations. Works is reviewed and evaluated by a superior through reports, observations and discussions.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

- Enforces municipal ordinances relating to parking, abandoned vehicles, disabled vehicles, and other local ordinance violations; gives information and provides assistance to motorists and the public; prepares reports on assigned incidents; opens locked vehicles and buildings as authorized.
- Patrols the Village observing vehicles and pedestrians, and reporting suspicious circumstances; responds to stray animal complaints; writes and issues non-traffic citations; delivers and picks up materials as directed.
- Performs traffic control duties at accident scenes and other locations; investigates and makes out reports for non-injury accidents.
- Provides effective and efficient customer services and promotes and maintains responsive community relations.
- Follows all applicable safety policies and procedures. Responsible for reporting unsafe conditions and acts to supervisor, as well as all accidents and near misses. Recommends improvements to safety practices and takes personal responsibility for preventable accidents.

- Maintains work area to prevent accidents. Follows proper lifting and material handling procedures at all times. Wears appropriate clothing and footwear to prevent slips, falls or other accidents.
- Completes all required safety training.

OTHER JOB FUNCTIONS

Performs related work as required.

REQUIREMENTS OF WORK

Graduation from high school (or GED); experience in work involving public contact; or any equivalent combination of training and experience that provides the following knowledge, abilities and skills:

- Knowledge of or ability to learn the street layout and geography of the Village.
- Some knowledge of modern police practices and methods.
- Some knowledge of department procedures, rules and regulations.
- Some knowledge of applicable local ordinances and state statutes.
- Ability to testify in court.
- Ability to deal tactfully and courteously with the public.
- Ability to operate a computer.
- Ability to communicate effectively, orally and in writing.
- Ability to distinguish confidential material and apply departmental standards for security and privacy.
- Ability to maintain effective working relationships with other employees and the public.
- Ability to maintain records and to prepare reports from those records.

NECESSARY SPECIAL REQUIREMENTS

Valid Illinois Driver's License

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.

- The employee is frequently required to sit, talk, hear, stand, bend, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb, balance, stoop, kneel, crouch, or crawl.



- The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision, and the ability to adjust focus.
- While performing the duties of this job, the employee frequently works in outside weather conditions.

