



## POSITION DESCRIPTION

### Community Service Officer

#### Statement of Duties:

Community Service Officers (CSO) are responsible for performing a variety of duties which assist other departments – principally public safety. CSO's provide customer service to citizens, enforce certain city codes, and other non-criminal police related duties, provide patrol and community outreach, non-EMS on-site and in-home assistance to citizens, respond to non-criminal complaints, building checks and more. They do not perform tasks legally restricted to Illinois peace officers. They do not carry firearms and have no powers of arrest. **The Community Service Officer is a non-sworn employee of the Streator Police Department and is designated as a civilian position.**

#### Positions Functions:

*The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.*

#### Essential Functions

1. Serves as a “good will ambassador” for Public Safety by providing friendly, helpful customer service to the general public.
2. Enforce certain city codes/ordinances. Convey information and explain violations, be understanding and courteous by listening to other parties and use tact to defuse situations.
3. Conduct special traffic and patrol details as requested.
4. Respond to and/or provide assistance to full-time public safety officers on calls for service. The CSO responds to calls for service which include parking enforcement, lock-outs, animal complaints, motorist assists, lost persons and article reports, private property accident reports, lift assists and minor first aid under the direction of the 9-1-1/EMS medical director, and other non-criminal calls for service and reports that assist a sworn officer.
5. Provide administrative staff assistance to the Police Department by assisting with the delivery of tickets, paperwork, or bond to the Circuit Clerk's Office. Deliver inter-governmental correspondence to and from municipal or county agencies. Patrolling parks and other public places, investigating private property accidents where no

citations, injuries, or arrests will take place and other administrative tasks, as needed.

6. Deploy, monitor and retrieve speed trailer and traffic counters as needed for traffic studies and managing traffic.
7. Relay squads for maintenance purposes.
8. Maintain cordial public relations with the residential and business communities, as well as other governmental entities to share valuable information, better resolve problems and provide enhanced customer service to the general public.
9. Act as eyes and ears of the Police, Fire and Community Development Departments.
10. Provide fingerprinting service for city employees and the general public.
11. Install smoke detectors.
12. If certified, conduct child safety seat installations and educate the public with such knowledge.
13. Assist disabled motorists, including those locked out of their vehicles.
14. Conduct regular patrols of the community looking for safety hazards, persons in need of assistance, identify and resolve violations of City codes and regulations.
15. Assist department personnel in sex offender and other registration processes.

### **Education and Experience**

A candidate for this position should have a High School diploma or a GED and up to one (1) year of related work experience in law enforcement, preferably.

### **Special Requirements**

Must be a U.S. citizen aged 18 years or older and possess a valid "Class D" Illinois driver's license. Be prepared to work flexible hours, weekends holidays, and weekends as needed. Must be able to clearly speak and communicate on police radio system in English, Spanish is a preferred second language. Certified Pulmonary Resuscitation (CPR) and/or first responder certification is preferred but can be provided if the candidate lacks this training. Have the ability to become L.E.A.D.S. certified.

### **Knowledge, Skills and Abilities**

A candidate for this position should have knowledge of the following:

- City codes and ordinances
- Safe driving skills and general State of Illinois traffic laws
- Knowledge of first aid and customer service

Skills in:

- Applying knowledge of local governmental codes and ordinances
- Operating necessary tools for responding to vehicle lock-out and other similar calls
- Use of computers and proficiency in Microsoft Word and Excel
- Radio communication protocols

And the ability to:

- Read and understand codes and ordinances related to streets, parking and non-criminal law enforcement, and other public safety laws.
- Retain information such as radio communication codes, street locations and routes.
- Enforce codes firmly and impartially.
- Establish and maintain courteous interpersonal relations with other employees and the general public.
- Work well under pressure and calmly in emergency situations.
- Communicate effectively in person, over the phone and in writing. English and grammar for report writing and departmental correspondence are required. Spanish is beneficial.
- Hook-up, drive, and back-up with small trailers.
- Conduct research and assemble data independently and maintain its confidentiality.

### Limitations

Community Service Officers are specially limited and prevented from participating in various aspects of law enforcement duties as follows:

- Crimes in progress
  - Fights in progress
  - Alarms
  - Traffic stops
  - Domestic Disturbances
  - Noisy parties
  - Suspicious persons, vehicles and noises
  - Any other call which would constitute a hazard for an unarmed officer
- a) The CSO shall immediately call for a sworn officer to take over any assignment he/she is handling, if circumstances indicate a sworn officer is needed.
  - b) The CSO shall obey all traffic laws while on duty and **shall not** drive with emergency equipment operating on department vehicles. The emergency lights will be used to give warning when assisting in traffic control.
  - c) The CSO shall not assigned to or become involved in any assignment which requires the use of force.
  - d) The CSO shall assume no police powers except where assignments call for traffic direction, or the issuing of a parking and city ordinance violation.
  - e) CSO's **do not** have powers of arrest, only that of a citizen.,

### Accountability

Errors could result in missed deadlines, and adverse public relations monetary loss, legal repercussions, labor/material costs, personal injury, jeopardize programs, and danger to public health/safety.

## **Judgment**

Work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transaction, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

## **Complexity**

Work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

## **Other**

Employee does not exercise any supervisory responsibilities.

Position interacts with co-workers, the general public to include residents, businesses and other community representatives, to explain or interpret procedures or guidelines and resolve problems. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or uncooperative persons.

While performing the duties of this job, the employee is frequently exposed to a general office environment, outdoor weather conditions, vehicular traffic, loud noise levels, and occasional exposure to toxins or fumes, explosive materials biohazards, mental stress and risk of personal injury.

Work requires some agility and physical strength, such as occasionally conducting traffic control for long periods of time or standing or walking most of the work period. Occasionally, work may require lifting heavy objects up to 60 lbs. and carrying them. There may be need to stretch and reach to retrieve materials and to generally perform the job.

While performing the duties of this job, the employee is regularly required to talk or hear on the radio and/or phone or in person. The job may occasionally require minimal motor skills for activities such as moving objects, operating a computer and/or most other office equipment, working with hand tools on lock-outs, and operating a motor vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.