



POSITION DESCRIPTION

Position Title: Community Service Officer

Reports to: Field Operations Division Commander

FLSA Status: Non-Exempt Part-time: 20 hours/week;
Paid hourly; Eligible for overtime if more than 40 hours/week is worked.

Grade: I

Statement of Duties

The Community Service Officer (CSO) is responsible for performing a variety of duties which assist Police Department personnel, primarily the sworn officer. This person provides customer service to citizens, enforces certain village codes, and other non-criminal police related duties.

Position 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 the Oswego Police Department, by providing friendly, helpful customer service to the general public.
2. Enforce certain Village codes/ordinances. Convey information and explain the violation, be understanding and courteous by listening to the other party, and use tact to defuse a situation.
3. Conduct special traffic and patrol detail, as requested.
4. Respond to and/or provide assistance to sworn 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, and other non-criminal calls for service and reports that assist the sworn officer.
5. Provide administrative staff assistance to the Police Department by assisting with the delivery of traffic tickets to Kendall County, meeting packets to the Village Board,

- Commission members, Committee members, etc. Provide occasional tours of the Police Department for the public and other similar administrative tasks, as needed.
6. Deploy, monitor and retrieve SMART trailer as needed for traffic studies.
 7. Maintain cordial public relations with the residential and business communities, as well as other governmental entities, such as the fire department, township, library and school district in order to share valuable information, better resolve a problem and provide enhanced customer service to the general public.
 8. Maintain the assigned Village vehicle and report any concerns to the immediate supervisor.
 9. Provide fingerprinting service for Village employees and the general public.
 10. Conduct child safety seat installations.
 11. Coordinate Honor Guard training and activities.
 12. Performs other relevant duties as required by the Oswego Police Department.

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 have a valid “Class D” Illinois driver’s license. Must be able to clearly speak and communicate on police radio systems in English, Spanish is a preferred second language. Certified Pulmonary Resuscitation (CPR) and/or Emergency Medical Technician (EMT) certification is preferred.

Knowledge, Skills and Abilities

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

- Village codes and ordinances which require police enforcement
- Safe driving skills and general State of Illinois traffic laws
- General police related work

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 proficient in Microsoft Word and Excel. A mobile data terminal is utilized to complete departmental reports.
- Radio communications

And the ability to:

- Read and understand codes and ordinances related to streets, parking and non-criminal law enforcement.
- 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.

Accountability

Errors could result in missed deadlines, 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 transactions, 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.

Supervision

Employee works under the general supervision of the Field Operations Division Commander. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Employee does not exercise any supervisory responsibilities.

Employee has access to confidential police records and investigations containing client and evidence information.

Nature and Purpose of Personal Contacts

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 deal with hostile or uncooperative persons.

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 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.

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.

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 phone or in person. Duties are largely mental rather than physical, but 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.

The employee must be available and present for work as scheduled. The employee must perform all functions of the job safely and efficiently at all times in compliance with all safety regulations and policies for the safety and welfare of the employee, co-workers, and the public.

Occupational Risks

Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through employee failure to properly follow safety precautions or procedures. Examples of injury include bruises or broken bones to extremities if a safe distance is not kept from vehicles while conducting traffic control or bodily injury if safe driving practices are not upheld.