



VILLAGE OF WESTCHESTER
POLICE DEPARTMENT
JOB DESCRIPTION:
COMMUNITY SERVICE OFFICER



DEPARTMENT: Patrol Division	WORK LOCATION: Police Department	FLSA STATUS: Non-Exempt
PAY GRADE LEVEL:	PENSION: Illinois Municipal Retirement Fund (IMRF)	UNION: Combined Counties Police Assoc. (CCPA)
REPORTS TO: Shift Commander	LEVEL OF SUPERVISION RECEIVED: General Guidance and Direction	LICENSE/CERTIFICATE: Illinois Class D Drivers' License

PURPOSE OF POSITION:

The Community Service Officer is responsible for the protection of life and property through the enforcement of ordinances and the performance of other duties that do not require physical arrests or relate to crimes in progress. Work involves, responding to non-criminal complaints, and enforcing ordinances. An employee in this position may be assigned to duties involving traffic control, parking enforcement, vehicle and building lockouts, code enforcement, and other duties that do not require the presence of a sworn police officer. The work completed by this position is normally performed without direct supervision, and an individual must be able to exercise independent judgment. The Community Service Officer is evaluated by a superior through reports, observations, and discussions.

The following requirements are normal for this position. These are not to be construed as exclusive or all-inclusive. Because it is in the best interest of the citizens of Westchester to receive services at the lowest possible cost, other tasks as from time to time assigned shall be deemed to be included in this position description.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

JOBS AND TASKS PERFORMED FREQUENTLY (DAILY)

1. Check all Department sources of communication (email, voice mail, network)
2. Enforce parking, animal, and various Village ordinances.
3. Observe for and takes appropriate actions regarding safety hazards
1. Complete vehicle lockout assignments when applicable.
2. Process traffic crash reports for vehicles on private property with no criminal attachment
4. Process non-criminal service reports for citizens
3. Conduct prisoner well-being checks within the lockup facility.
5. Assists Code Enforcement
6. Reports any observed criminal activity to communications personnel.
7. Perform other tasks as required or assigned.

FREQUENT TRAFFIC RELATED DUTIES

1. Traffic Enforcement Program - Transport and setup Traffic Speed Monitoring Device
2. Controls, regulates and directs vehicular and pedestrian traffic by assignment
3. Assist motorists with disabled vehicles.
4. Assist in preparation and execution of roadside and seatbelt enforcement details
5. Perform traffic direction at school crossings in the absence of a school crossing guard.
6. Assist in parades and other Village events
7. Assist escorting funeral procession

SPECIAL DUTIES AND RESPONSIBILITIES

1. Oversee the abandon vehicle reports and arranges for removal of abandon vehicles
8. Process solicitor applicants
9. District bond court liaison officer
4. Schedule and completes citizen applicant fingerprinting assignments.

MARGINAL FUNCTIONS

1. Relieve Records and Telecommunication personnel during breaks and absences
2. Maintenance tasks related to Department vehicles and equipment
3. Attend and successfully completes all assigned training.
4. Assist training new Community Service Officers.

JOB CONTEXT

A Community Service Officer is a full-time position within the Police Department. The individual must be able to work independently while coordinating tasks and projects within the Department.

The person in this position must possess knowledge of modern ordinance enforcement principles, procedures, techniques, and equipment as well as the skills necessary to operate police radios, in-house phone system, computer and related software, traffic control equipment, equipment related to domestic animal capture and first aid devices. The Community Service Officer is required to understand applicable laws, ordinances, and department rules and regulations, and possess the ability to analyze situations accurately and adopt effective courses of action. Interpreting, applying, and explaining codes, rules, regulations, policies, and procedures using tact, patience and courtesy is also a requisite for this position.

A Community Service Officer can be expected to work in a variety of environments. Much patrol work is conducted either in a car or on foot. An individual in this position will utilize several pieces of equipment, including an automobile, mobile data, general office apparatuses, fingerprint equipment, and a radio as well as other basic tools and devices.

Safety is a fundamental element of day-to-day Village operations, and every effort must be taken to ensure a safe and healthy work environment. All Village employees are required to comply with those safety procedures.

JOB REQUIREMENTS

Knowledge:

1. Maintain a working knowledge of and adhere to all Police Department rules, regulations, General Orders and procedures.
2. Maintain considerable knowledge of Village ordinances
3. Possesses limited knowledge of the principles and practices of modern Police administration.
4. Maintain knowledge of community demographics and problems.

Skills and Abilities:

1. Read, write, and speak the English language.
2. Interpret verbal and non-verbal communication.
3. Basic computer and technical skills and have a working knowledge of related software uses to generate reports, search databases, and send or receive electronic communications.
4. Demonstrate respectful communication skills
5. Must possess a valid Driver's License and a good driving record.
6. Ability to sit or stand for long periods of time.
7. Maneuver up and down flights of stairs.
8. Ability to surmount physical barriers.
9. Ability to run to a person requiring emergency assistance.