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| Job Title | Community Service Officer | FLSA Status | Non-Exempt |
| Band | PAR | Probationary Period | 12 Months |
| Zone | 4 | Job Code | 15018 |

Class Specification - Community Service Officer

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| Summary Statement: | |
| <p>The purpose of this position is to utilize specially trained, non-sworn personnel to perform some duties performed by sworn Police personnel. This is accomplished by responding to and processing low priority calls; communicating via radio; operating a vehicle safely in routine situation; maintaining reference and information of basic state statutes, municipal ordinances, and department procedures; performing duties and responsibilities; coordinating community service officer academy; providing field training for community service officers and volunteers; supervising part-time community service officers; and filling-in for police service representatives. Other duties include identifying vehicle number verification; and inspecting child passenger safety seats.</p> | |
| Essential Functions | Note: Regular and predictable attendance in the performance of this job is an essential function. |
| Time % (All below must add to 100%) | Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year. |
| 45% | Responds to low priority calls by investigating and interviewing victims; collects and prepares evidence reports on motor vehicle thefts; investigates fraudulent transactions; obtains and processes found firearms; performs traffic control duties; responds to parking violations; completes lost or stolen properties reports; completes missing person runaway reports; communicates via radio; responds to radio; operates a vehicle safely in non-emergency situations; testifies in court as necessary; and administers first aid. |
| 20% | Oversees and provides direction for part-time community service officers; reviews performance and identifies areas that need improvement; assists with citizen concerns and issues, and assigns tasks to be performed by part-time community service officers. Manages equipment, vehicles, and special requests of community service officers. |
| 10% | Coordinates community service academy by meeting with community service officer Lieutenant and Colorado Springs police Department (CSPD) staff; coordinates and schedules all aspects of the community service officer academy; ensures all necessary paperwork is completed to provide timely computer access; and ensures ample space and equipment is available. |
| 10% | Provides classroom training of newly hired community service officers by conducting research on training issues and updating lessons; and teaching recruits and conducting driver's training. |



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| 10% | Provides field training for community service officers by mentoring and encouraging officers; and providing guidance and training. |
| 5% | Fills-in for police service representatives by answering the telephone and responding to general information calls; assists walk-in customers; prepares a variety of reports using information obtained from customers including runaway and missing person reports; responds and takes messages; and prepares reports using information obtained from customers. |

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| Competencies Required: | |
| Human Collaboration Skills: Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. | |
| Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study. | |
| Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study. | |
| Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study. | |

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| Technical Skills Required: | |
| Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. | |

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| Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below. | |
| Education: Equivalent to the completion of the twelfth grade (high school diploma or GED). | |
| Experience: One year full time experience working with the general public and operating basic computer equipment. | |



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

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| Certifications required in accordance with standards established by departmental policy. | |
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Supervision Exercised:
Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:
Receives General Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:
This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:
Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

| Environmental Conditions: | Frequency |
|--------------------------------------|--------------------------|
| Primary Work Environment | Office with some outside |
| Extreme Temperature | Several times a week |
| Wetness and Humidity | Several times a week |
| Respiratory Hazards | Several times a month |
| Noise and Vibrations | Several times a month |
| Physical Hazards | Several times a month |
| Mechanical and/or Electrical Hazards | Rarely |
| Exposure to Communicable Diseases | Rarely |

Machines, Tools, Equipment, and Work Aids: Marked patrol vehicle, police radio, cell phone, OC spray, flashlight, mobile data computer, uniform, and camera.



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Specialized Computer Equipment and Software: Microsoft Office, mobile field reporting, law enforcement records management system, Evidence on Q, CAD, CopLogic, and mapping software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.
Original date: July 2014