



Job Title	Community Service Officer Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	At-Will
Zone	3	Job Code	15012

Class Specification – Community Service Officer Manager

Summary Statement:	
<p>The purpose of this position is to manage, supervise, and coordinate the activities, operations, budget, personnel, and all functions of the Colorado Springs Police Department Community Service Officer Section. This position will ensure work quality and responsiveness as it relates to established policies and procedures, and manage the staff assigned to this section providing public safety services to the community. This position will set strategic goals and objectives for the community service officer section and lead the work toward those goals.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
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.
50%	Manage and oversee the responsibilities assigned to personnel with in the CSO section, develop assignments for personnel, manage equipment assigned to the section, delegate responsibilities, and ensure proper staffing. Oversee supervisor and employee hiring, personnel issues, disciplinary actions, and employee development. Recommend formal disciplinary actions and/or commendations so that personnel comply with department policies and professional standards. Provide operational oversight for the CSO training Academy and field training program. Must be able to perform all the duties assigned to CSO officer I and II.
20%	Establish and manage the goals and objectives of the CSO program in support of the department’s strategic plan; provide short and long term planning for the program based off the department’s and community’s needs.
20%	Serve as the public relations liaison to the general public, community, businesses, and neighborhood organizations in order to educate on the mission, goals and objectives of the CSO section. Provide interviews and presentations to internal and external interested parties such as the media, schools, and citizen groups.
10%	Manage outside complaint resolution and collaboration related to the CSO section.



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Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. 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.

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.

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: Bachelor's degree from an accredited college or university with major coursework in business administration, criminal justice, or related field.

Experience: Five years of full-time experience in a law enforcement or criminal justice setting including one year of administrative and/or lead supervisory experience.



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Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

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

National Crime Information Center (NCIC) Certification	Within 3 months of start date
Colorado Crime Information Center (CCIC) Certification	Within 3 months of start date
Colorado CourtLink	Within 3 months of start date

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:

Receives Administrative Direction: The employee normally performs the duty assignments with broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands:

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



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Environmental Conditions	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Several Times per Month
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Several Times per Week
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Frequently

Machines, Tools, Equipment, and Work Aids: Telephone, fax, copier, scanner, marked patrol vehicle, police radio, cell phone, OC spray, flashlight, mobile data computer, uniform, and camera.

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: September 2021