



Job Title	Community Service Officer Supervisor	FLSA Status	Non-Exempt
Band	SUP	Probationary Period	12 Months
Zone	1	Job Code	15019

Class Specification - Community Service Officer Supervisor

Summary Statement:	
<p>The purpose of this position is to provide oversight and supervision of other community service officers assigned to a particular division who perform a wide variety of duties and activities of routine non-sworn law enforcement functions in support of the Patrol Division. The community service officer supervisor will perform the same duties as a Community Service Officer as time allows. This position does not carry a weapon or have arrest authority. The Supervisor will coordinate with the other divisional supervisors to ensure consistency and coverage between all patrol divisions, and provide daily training, guidance, and administrative oversight for all officers work product and effective use of time.</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.
40%	Provides daily supervision of all assigned community service officers. This includes preparing and maintaining the schedule for the assigned division, approving and managing vacation requests, approving and monitoring timesheets; implementing discipline and termination procedures when necessary; establishing employee objectives/goals and conducting performance evaluations; and determining the staffing, equipment, materials, and supplies necessary to carry out the unit's mission.
20%	Provides classroom and field training of newly hired and volunteer community service officers; maintains reference materials and stays informed of basic state statutes, municipal ordinances, and department policies and procedures; keeps all officers informed of changes and ensures they adhere to them; and reviews and approves reports completed by officers on daily basis, conducts random inspection of work, conduct, and adherence to policy.



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40%	Serves as public relations liaison to general public, community, business, and neighborhood organizations in order to educate public on the goals and objectives of the community service officers program.
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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.
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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 of full-time responsible community service officer experience.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

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

Fiscal Responsibility:
 This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

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 Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Never
Respiratory Hazards	Seasonally
Noise and Vibrations	Never
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, standard office equipment, mobile data computer, and evidence collection equipment.



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Specialized Computer Equipment and Software: Microsoft Office, Mobile Field Reporting, Law Enforcement Records Management System, Evidence on Q, CAD, and Coplogic.

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