



7/30/02

CITY OF NORMANDY PARK

JOB DESCRIPTION

TITLE: COMMUNITY SERVICES OFFICER
DEPARTMENT: POLICE
REPORTS TO: DIRECTOR OF PUBLIC SAFETY
EMPLOYMENT STATUS: REGULAR, FULL-TIME, NON-EXEMPT

SUMMARY

Under the direction of the Director of Public Safety provide a variety of community services related to law enforcement, such as non-violent conflict mediation, victim referral, and relief to commissioned law enforcement personnel in transporting prisoners. Process reports and records. Respond to animal control calls for service. Assist in providing clerical support to the police department and back-up support to other departments, both in person and on the telephone. The Community Services Officer position is classified as a Fair Labor Standards Act (FLSA) Non-exempt position. The Normandy Park Civil Service Commission governs the Community Service Officer.

ESSENTIAL JOB FUNCTIONS

- Prepare investigative reports.
- Exercise independent judgment.
- Operate law enforcement vehicle.
- Communicate effectively, both orally and in writing.
- Perform rescue operations
- Endure verbal and mental abuse.
- Read and comprehend legal and non-legal documents
- Analyze situations accurately.
- Ability to lift 100 pounds.
- Proofread documents.

SCOPE OF RESPONSIBILITY

Individuals assigned to this classification are expected to apply knowledge of conflict resolution and the availability of various human services to operate with a considerable amount of independence in situations which can be stressful. Individuals are also responsible to apply a thorough knowledge of word processing and database computer applications to work situations requiring significant attention to detail. Responsible for exercising tact and discretion in work situations requiring adherence to confidentiality.

TYPICAL DUTIES

- Enforce Animal Control Codes, including impoundment of animals, and removing deceased, injured, vicious and/or stray animals within the boundaries of the City of Normandy Park.
- Mediate verbal disputes among family members, citizens, neighbors, landlords and tenants, merchants and customers in situations that do not involve physical violence. Seek assistance of appropriate law enforcement officers if situations should escalate to include physical violence.
- Assist Police Officers with the investigation of reported incidents of child abuse, neglect and abandonment and take children into protective custody at the direction of a Police Officer; conduct follow-up investigations of lost and runaway children.
- Investigate reports of juvenile disturbances and other juvenile problems; may provide or arrange for counseling for juveniles concerning problems with school, employment, family or adjustment in the community.
- Provide transportation to indigent persons involved in police related activities and to juveniles between the Youth Service Center and their own homes or receiving homes, utilizing City vehicles.
- As assigned, interview complainants; provide information on laws and ordinances; and resolve problems within scope of knowledge, or refer to appropriate agencies or individuals.
- Take reports on found or missing property and property damage.
- Conduct physical/visual house and business checks when required to ensure building is secure.
- Assist persons with alcohol and related problems to receive medical care and transportation to the appropriate social agencies.
- Conduct crime prevention activities such as home security inspections, assisting senior citizens in obtaining locks for their homes; may conduct crime prevention educational programs for neighborhoods and local businesses; may assist with block watches.
- Provide follow-up assistance to victims of crisis situations, and to individuals with serious personal, social or law enforcement problems.
- Deliver court documents, City Council, Board and Commission packets upon request.
- Act as Department liaison with various community organizations.
- Perform clerical duties, utilizing word processing and database computer applications as required by supervisor, collect information, compile and file reports.
- Perform other special projects and duties as required or directed.

QUALIFICATIONS

Requires knowledge of the field of assignment and physical ability sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in the above job description.

- Must have graduated from high school or attained GED.

- Requires possession of a graduation certificate from a Washington State Criminal Justice Training Commission, certified Reserve Police Officer Academy, or a Reserve Police Officer Commission with the City of Normandy Park; OR
- Combination of equivalent education and experience may be substituted.

ADDITIONAL REQUIREMENTS

- Progressive experience in law enforcement, animal control and/or social services desires.
- Employment is conditional upon the completion of a background investigation, which could include, yet not inclusive, polygraph and psychological testing, criminal history and driving record.
- Must be a U.S. Citizen.
- Requires valid Washington State Driver's License and a driving record free of significant moving violations.
- Must possess, or have the ability to obtain, a valid first aid card.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.

Department Manager Review: _____ Date: _____

Position Authorized: 10/7/94

Approved: _____

Position approved by the City Council: 8/5/96 Amended: 7/31/96

Civil Service Review: 7/31/96

May 31, 2001