

# City of Shawano – Police Department

## Community Service Officer

### Position Description

#### NATURE OF WORK

This is a part-time, non-sworn, civilian position within the ranks of the police department. This position performs essential non-emergency calls allowing department officers to handle more pressing calls for service. Duties include parking enforcement, animal control, ordinance/code enforcement and other service related calls. The Community Service Officer is directly supervised by a Lieutenant.

#### DUTIES AND RESPONSIBILITIES

(This section does not list all the duties performed in the position.)

- A. Enforce local laws and ordinances as directed by supervision or policy. Initiates field contacts to include traffic control, code enforcement, parking, crime prevention and public relations.
- B. Handles all initial complaints and investigations that are received and assigned. Makes recommendations in preventing future reoccurrences of incidents related to this job description. Is accountable for work performed and tasks required to perform with little or no supervision.
- C. Conducts physical security checks of vacation homes. Handles animal control violations, parking enforcement, vehicle lock outs, funeral assists, parades, boat launch permit retrieval and traffic control.
- D. Handles special duties assigned to him/her to aid in the operation of the department to meet its Mission. Is proactive in his/her approach to crime prevention and code enforcement.
- E. Assists with activities associated with the front service desk, to include answering phones, dispatching officers, handling telephone complaints, computer work, filing of reports and money transactions. To include delivering files/paperwork to the District Attorney, Sheriff's Department, Court House, Human Services and city meeting notices/subpoena service.
- F. Other duties as directed or assigned.

#### SKILLS AND RESPONSIBILITIES

- A. Working knowledge of department rules of conduct, regulations, policies and the department's Mission Statement.
- B. Working knowledge of the City ordinances, code violations and remedies/resources to correct those violations.
- C. Ability to work well with other City employees and the public to promote public relations within the community and department.

- D. Ability to work under adverse and stressful situations.
- E. Flexibility to work assignments, and be competent in working with assigned equipment and assigned tasks.

**WORK CONDITIONS**

Work conditions vary by shift, working evenings, weekends, holidays and extended shifts. The majority of tasks are performed outside while working from a CSO vehicle. Wearing a uniform, and other tools is essential to meet organizational objectives and safety. Working with animal and pest control incidents and handling of those animals may be involved. Few tasks require heavy lifting, pushing, pulling or carrying heavy loads. Flexibility is important because of the need to frequently enter and exit vehicles, inspect buildings, climb over and around obstacles, suddenly move out of the way of dangers, etc. CSO's must maintain a physical and mental state of fitness and readiness that will enable them to handle recurrent contacts and involvement with dangerous and potentially dangerous animals and equipment.

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

Hold a valid Wisconsin Driver's License.

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**EMPLOYEE SIGNATURE:**

\_\_\_\_\_  
**DATE:**

\_\_\_\_\_  
**SUPERVISOR SIGNATURE:**

\_\_\_\_\_  
**DATE:**