

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Community Service Officer
Department: Police
Division:

Range: 20-GPA
FLSA Status: Non-Exempt
Represented
Date: April 2022

GENERAL STATEMENT

The Community Service Officer is a civilian position responsible for investigating, processing, and resolving violations of ordinances, rules, and regulations administered by the City of Gladstone; developing and presenting cases to the Municipal Court or assisting Legal Counsel with presenting code compliance cases at court; participating in the review and development of ordinances.

The Community Service Officer provides non-emergency services to persons in need of law enforcement opinion, advocacy, or an independent third party; and, also provides traffic control and performs limited animal control.

SUPERVISION RECEIVED

Works under the general supervision of the day shift Police Sergeant.

SUPERVISION EXERCISED

Supervision is not normally a responsibility of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides non-sworn general to complex and technical information to the public, other agencies and to City staff; explains law enforcement practices, laws, codes, procedures and activities; provides references to specific community resources as appropriate.

Answers questions from citizens, contractors, outside agencies, and other City personnel regarding code compliance and interpretation of the Gladstone Municipal Code.

Pursues voluntary code compliance through conversation with, and provides education to, violators; analyzes problems, identifies alternative solutions, and elicits the cooperation of concerned parties for reasonable compliance with laws and regulations.

Investigates municipal code violations by making site inspections while driving a City vehicle, researching appropriate codes; applies legal principles to code enforcement; and, takes appropriate action.

Responds to citizen complaints regarding animals running-at-large and/or creating a hazard.

Presents the City position on code violations to Municipal Court, City Administrator, City Council, and the public; provides court testimony on civil violations.

Tracks enforcement activity by utilizing progress reports, spreadsheets, databases, and other software.

Abates nuisances following the procedure set out in the Gladstone Municipal Code.

Acts as liaison between the Police Department and the Community; identifies citizen attitudes and concerns; advises the department on public information needs and may conduct informational meetings.

Receives requests from Officers for assistance and information; follows up with requested information; assists Officers at accidents and other incidents. May provide limited person transport.

Intakes, completes and ensures proper distribution of non-emergency crime and informational reports from citizens by telephone and in person.

Pre-screens calls for Police Officers and from non-emergency dispatch. Answers questions from the Community regarding Police matters and gives explanations of procedures, laws and ordinances.

Receives and clears calls assigned to the desk in the computer-aided dispatch (CAD) system; compiles, organizes and enters information into standard computerized formats.

Prepares routine reports on incidents as lost and found property, fraud and thefts.

Mediates civil conflicts such as landlord/tenant and neighbor disputes. Investigates nature of dispute, recommends solutions to minor situations or determines the need to refer parties to Police or social services organizations.

Assists law enforcement professionals with data entry of information into law enforcement databases and routing of documents to other agencies.

Performs various services to the public, other agencies and Police Officers such as delivering messages, materials and assisting in report completion.

Assists with fleet maintenance by arranging for servicing and repair and delivering vehicles to various locations.

Communicates effectively both orally and in writing with a diverse audience with the objective to resolve issues.

Performs all duties in conformance with Federal, State, County and City laws and ordinances.

Establishes and maintains cooperative working relationships with Federal, State, County and City personnel, and other organizations, agencies, and individuals.

Operates a vehicle to run errands, transfer property/evidence and attends meetings.

PERIPHERAL DUTIES AND RESPONSIBILITIES

Receives, inventories, stores and maintains custody over property and evidence; responsible for the disposal of all property and evidence when necessary by release to owner, destruction, auction, or conversion to departmental use.

Assists in the collection and packaging of evidence during the execution of search warrants in the processing of crime scenes. Maintains the department's evidence systems, control records and evidence indexes.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent, and post high school education in criminology, public administration, or a closely related field.

Minimum of one (1) year experience in code compliance or comparable enforcement experience, and two (2) years experience working in a customer service environment.

Experience managing potentially stressful and/or confrontational interactions is desirable.

Any equivalent combination of education and experience which ensures the ability to perform the essential job duties and responsibility may be considered.

Special Requirements:

Possession of and ability to maintain a valid driver's license with a good driving record.

Must successfully pass a criminal history background check. Must be able to pass the department's security clearance standards for unescorted access to certain City facilities.

Certification or the ability to obtain certification within a time period determined by the City, on the Law Enforcement Data System (LEDS.)

The ability to work a flexible schedule if necessary to accomplish code compliance or to cover for the Property Evidence Technician.

Knowledge, Skills & Abilities:

- Understanding of zoning laws and municipal ordinances as they pertain to land use, public right-of-way, building, solid waste management, erosion control, and nuisance abatement.
- Knowledge of field inspection and investigative procedures, rules of evidence, hearings procedures, and principles of legal writing.
- Skill in the use of personal computers and software, including word processing, spreadsheets, databases, geographic information systems, email, and the internet.

- Ability to manage potentially confrontational interactions in a professional manner. Knowledge of the principles and techniques of negotiation and mediation are desirable.
- Ability to work independently with little supervision, prioritize workload, meet tight time lines, self-initiate, set goals, organize, plan and coordinate projects.
- Ability to make independent decisions and exercise judgment consistent with appropriate policies, procedures and techniques.
- Ability to read, understand, interpret and apply provisions of procedures, laws, ordinances and technical documents.
- Ability to communicate effectively verbally and in writing with a diverse range of contacts.
- Ability to establish and maintain positive and cooperative working relationships with other employees, outside entities, vendors, public and private officials, and the general public.
- Ability to deal with constant interruptions and handle stressful situations; politically astute.
- Ability to safely drive a City vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk and hear; sit; stoop; use hands to handle, feel or operate objects, tools, or controls; reach with hands and arms; and stand or walk for considerable distances or time.

The employee will frequently drive a City vehicle and must occasionally lift and/or move up to 50 pounds.

Specific vision abilities include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Occasionally, these demands may increase if the employee is called to a crime scene. On crime scenes the employee may be required to use personal protective equipment and to utilize evidence collection/handling equipment and tools.

WORK ENVIRONMENT

While performing the duties of this job, the employee works both inside and outside in all weather conditions. Duties are performed in an office environment and in the field during investigations. While conducting daily duties in the field, the Community Service Officer may be exposed to physical hazards from obstacles, unstable structures, infectious waste, debris, noxious fumes, toxic chemicals, automobile traffic, drugs and drug paraphernalia, animals and bees, and upset persons.

Typical work schedule is Monday through Friday however, the position will require some evening and/or weekend work while performing compliance activity, evidence responsibilities or by attending meetings.

TOOLS AND EQUIPMENT USED

Personal computer and software, including word processing, database, spreadsheet, geographic information systems, and email; networked copy/fax/scanning machine; motor vehicle; calculator; phone; light meter, sound meter; camera, measuring tools, animal rescue equipment, and Police issued equipment as well as a City vehicle and a variety of communication devices. Personal protective equipment when warranted.

This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History: Revision October 2017; July 2019; April 2022