



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
COMMUNITY SERVICE OFFICER**

EFFECTIVE DATE: 2/1/2019

DEPARTMENT: Police	WORK LOCATION: Police Department		FLSA STATUS: Non-exempt
CLASS CODE: 3210	RANGE: 12	PENSION: IMRF	UNION: NU
REPORTS TO: Traffic Section Sergeant	LEVEL OF SUPERVISION RECEIVED: Moderate Supervision		LICENSE/CERTIFICATES: Class D IL Driver's License required. LEADS Certification must be obtained within 6 months of hire.

SUMMARY:

This non-sworn position is responsible for animal related ordinances, local parking ordinances, traffic direction, property damage crashes, and the performance of police related tasks which do not involve criminal investigations. This position requires a working knowledge of the functions of the police department, including support divisions and outside resources.

Respond to and interact with residents, employees and others within and outside the organization in a courteous, professional and effective manner, always placing emphasis on customer service and public relations. Frequent contact with the public demands a strong dedication to customer service and serving the community.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Handle non-criminal complaints as assigned; prepare appropriate reports and paperwork; maintain activity logs as necessary; handle walk-in complaints and associated reports, which are minor. Provide assistance to the general public;	Daily 15%

	provide information and directions; handle or route inquiries or problems to the appropriate police staff member.	
2.	Responds to private property damage crashes, disabled vehicles, vehicle lock-outs, abandoned auto and lost/found property calls and document accordingly. Must be knowledgeable with state law and Village policy pertaining to traffic crashes and tow policies.	Daily 20%
3.	Responds to animal related calls for service, as assigned. This may include checking animal traps, confiscating, chasing, capturing and transporting wild or domesticated animals, locating owners and determining if an ordinance violation has occurred and issuing a citation, if appropriate. May require tranquilizing an animal, in some extreme cases.	Daily 5%
4.	Perform parking enforcement. Patrol an assigned area using a patrol car and on foot to issue tickets to overtime or illegally parked vehicles.	Daily 15%
5.	Performs traffic control and other special event duties,	Monthly as Required
6.	Monitors the police radio and responds to requests from police officers and dispatch.	Daily 20%
7.	Fill in for crossing guards, as needed.	Weekly 20%
8.	Performs detention facility duties as assigned. This may include processing, searching, and monitoring prisoners.	Daily 5%
9.	Front desk services and related tasks as assigned.	Daily 10%
10.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all Village-wide and departmental safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Assists the Community Relations Division with special assignments as requested.
2.	Transport department vehicles and equipment to service and repair locations; deliver or collect materials as necessary.
3.	Performs fingerprinting duties as requested.
4.	Attend training as required.
5.	Attend Adjudication Hearings at the Police Station as needed.
6.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
 High school diploma or general education degree (GED)
 Two or more years of college coursework in related field
 Associate's degree (A.A.) from two-year college or technical school
 Bachelor's degree (B.A.) from four-year college or university
 Master's degree (M.A.)
 Doctoral degree (Ph.D)

Degree or coursework should be in...

Enter degree or coursework here

Experience Level (Select one - required)

No prior experience or training required

- Six months to one year related experience
 One to two years related experience
 Two to four years related experience
 Four to ten years related experience

A Plus: Parking Enforcement, Animal Control, Community Policing or similar experience

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
 Experience in management capacity...
 Must meet the requirements as set by the Fire & Police Commission

Enter number of years required here

Enter number of years required here

Computer Skills (Select as appropriate)

- Entry and processing of data
 Word Processing data
 Spreadsheet software
 Database software

**A plus to have experience with:
Microsoft Office Suite,
LEADS (Law Enforcement Agency Data System),
IDNETWORKS, CAD (Computer Aided Dispatch)**

Specialized applications:

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Ability to work regular and irregular shift work (weekends and holidays included). This may include shift work to sustain police services 24 hours/day, 7 days a week.
- Maintain a general knowledge of the Police department (including support divisions and outside resources), Village ordinances, Illinois Animal Control Act and other state laws to perform assignments.
- Able to observe situations quickly, analytically and objectively to determine a prompt course of action and exercise strong independent judgment and composure when dealing with the public.
- Must project a positive and professional image to the public at all times.
- Ability to maintain composure when receiving distressed or confused verbal communications.
- Ability to work under pressure and/or with frequent interruptions.
- Proficiency with computer software systems, including Microsoft Word, Outlook and job specific software a plus.
- Properly document information in the proper reports.
- Perform multiple functions simultaneously.
- Ability to think through a situation, analyze and handle or refer people accordingly.
- Compose communication and maintain logs, using both manual method and computer.
- Assimilate, retain and effectively use geographic knowledge concerning the Village and surrounding vicinity.
- Interpret and evaluate situations.
- Able to hear and understand radio, telephone, and verbal communications.
- Maintain confidentiality.
- Understand and respond appropriately to written and oral instructions and requests.
- Read, write, speak and comprehend the English language.
- Ability to work with domestic animals and wildlife; and learn animal and wildlife recognition, behavior and handling.
- Ability to use sound judgement and verbal control in stressful situations which may contain an element of danger.
- Must be able to operate a Village vehicle in all types of weather conditions and maintain valid driver's license.

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 with or without reasonable accommodations.

(mark all 17 activities)

<u>Physical Activity</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u> X </u>	_____
Walks	_____	_____	<u> X </u>	_____
Sits	_____	_____	_____	<u> X </u>
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	<u> X </u>
Reaches with hands and arms above shoulder	_____	_____	<u> X </u>	_____
Climbs or balances	_____	<u> X </u>	_____	_____
Twists or turns	_____	<u> X </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	_____	_____	<u> X </u>
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u> X </u>	_____
Lifts or move 10 to 20 pounds (light)	_____	<u> X </u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	_____	<u> X </u>	_____	_____
Lifts or move 50 to 100 pounds (heavy)	_____	<u> X </u>	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

 X Absence of color blindness

 X Corrected vision of...

20/40 or better, as required to drive in the State of IL

_____ Uncorrected vision of...

Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

<i>(mark all 15 conditions)</i> <u>Environmental Conditions</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	<u> X </u>	_____	_____
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	_____	_____	_____	<u> X </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Works near moving mechanical parts	_____	<u> X </u>	_____	_____
Works in high precarious places, underground, or confined spaces	_____	<u> X </u>	_____	_____
Flying debris or airborne particles	<u> X </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	_____	<u> X </u>	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	_____	<u> X </u>	_____	_____
Risk of electrical shock	<u> X </u>	_____	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	<u> X </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u> X </u>
Moderate noise level (Raised voice levels)	_____	<u> X </u>	_____	_____
High noise level (Shouting/ear protection may be needed)	<u> X </u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: 3/25/19

Revision Date: _____