

Village of West Milwaukee

POSITION DESCRIPTION

Title: Community Service Officer Union: None
Department: Police Department Location: Village Hall–Police Dept
Date: July 7, 2016

GENERAL PURPOSE

The primary function of a Community Service Office is to serve the citizens and visitors to the Village by responding to requests for assistance non law enforcement related; enforce all parking ordinances; and uphold the Constitutions of the United States and the State of Wisconsin. The Community Service Officer performs the functions and responsibilities of this position as a member of a para-military organization, which requires all employees to obey orders and perform all necessary tasks in a timely, efficient and effective manner.

SHIFT/HOURS

Although not assigned a specific shift the CSO may work during any of the following shifts as assigned; Day Shift 0700 to 1500, Early Shift 1500 to 2300 or Late Shift 2300 to 0700 on an as needed basis.

SUPERVISION RECEIVED

Works under the general guidance and direction of the Officer in Charge, Police Corporal, Sergeant, Lieutenant, Assistant Chief of Police or the Chief of Police.

ESSENTIAL DUTIES AND RESPONSIBILITIES

10.2.8.1.2

- Prepare reports, including sketches, using appropriate grammar, symbols and mathematical computations.
- Operate a vehicle during both the day and night; in congested traffic and in unsafe road conditions caused by factors such as fog, smoke, rain, ice and snow.
- Communicate effectively and coherently over law enforcement radio channels and while maintaining and responding to radio communications.
- Gather information in investigations by interviewing and obtaining the statements of victims and witnesses.
- Conduct visual and audio surveillance for extended periods of time.
- Effectively communicate with people, including juveniles, by giving information and directions.
- Demonstrate communication skills in court and other formal settings.
- Endure verbal and mental abuse when confronted with the hostile views and opinions on suspects and other people encountered in an antagonistic environment.
- Perform rescue functions at accidents, emergencies and disasters to include directing traffic for long periods of time, administering emergency medical aid, lifting, dragging and carrying people away from dangerous situations and securing and evacuating people from particular areas.
- Extinguish small fires by using a fire extinguisher or other means.
- Read and comprehend legal and non-legal documents, including the preparation and processing of such documents as citations.
- Possess knowledge, skills and ability to learn to use all current and future technology implemented into department operations, included but not limited to computer hardware and related application software, mobile data computers, digital cameras, etc.

- Respond to and investigate minor non reportable motor vehicle accidents.

PREREQUISITE REQUIREMENTS

- At least 18 years of age at the time of the application deadline.
- Citizen of the United States.
- All applicants must be able to satisfactorily perform all essential job-related functions, duties and responsibilities of the position.
- Possess a valid, unrestricted driver's license and be eligible for a Wisconsin driver's license at time of application. (Restrictions as to physical reasons only, will not disqualify an individual from applying for this position, however they may serve as a medical basis for rejection).
- Good moral character, defined as:
 - A. No record of conviction for a felony, as this will prohibit the carrying of a firearm.
 - B. No record of conviction for a misdemeanor for any crime involving moral turpitude, (see attached list), as this will jeopardize the credibility as a departmental witness.
 - C. No second convictions for Operating While Intoxicated, Operating After Revocation, Operating While Suspended, Operating without a Driver's License, Reckless Driving, or any other traffic offense defined as a misdemeanor traffic crime under Chapter 341, 343, 346, 347 or 350, Wisconsin Statutes, as this will jeopardize credibility as a departmental witness and may unreasonably subject the Village to increased civil liability.
- No pending court cases for violations described under (A), (B), or (C).
- No pending civil cases that may have an adverse effect on job related responsibility or credibility.

Education (All degrees must be from a nationally accredited college or university):

- High School Diploma or GED

Experience

- Satisfactory or above work history.

Certification/Licensing

- Possession of a valid Wisconsin motor vehicle operator's license or ability to obtain one.
- Loss of license may be cause for demotion or termination.

Necessary Knowledge, Skills & Abilities

- Be familiar with, interpret and apply organizational policies, laws, rules and regulations.
- Above average interpersonal skills and the ability to interact effectively with co-workers and associates both inside and outside the department.
- Effective communication skills to enable working with the public, citizens, businessmen and department members on matters requiring considerable discretion and knowledge.
- Knowledge of PC based computer systems used to access, retrieve and input information.
- Skill in operating motor vehicles in normal modes.

TOOLS AND EQUIPMENT USED

Police vehicle, police communication devices, computer, baton, handcuffs, First Aid equipment.