

South Jordan City

Job Description

Title:	Community Service Officer	Effective Date:	6/28/2016
Org:	100600	FLSA Classification:	Non-Exempt
Pay Grade:	10	Workers Comp:	Municipal

GENERAL PURPOSE

As a non-sworn officer and under general supervision the incumbent will perform a variety of entry level public safety duties both in the office and in the field. Duties may include interaction with the public, computer data entry, investigation and reporting of minor crimes, community education, and general assistance to city personnel as determined.

SUPERVISOR

Special Services Division Sergeant

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's supervisor.

Job attendance is required, except for authorized leave.

Write reports on crimes with unknown suspects and no investigative leads. Create lost and found property reports. Conduct telephone follow-up on criminal investigations.

Identify abandoned vehicles, locate owners, and conduct vehicle impounds. Identify and resolve parking problems and other traffic hazards. Provide traffic control, when requested, to assist police patrol officers. Transport paper, property, and other items as assigned.

Assist in searches for missing children. Provide crime prevention information and presentations to the public. Conduct home and business security checks. Provide community education programs to designated audiences and oversee programs associated with community outreach.

May be responsible for maintaining department issued equipment and vehicles as assigned.

Receive information from citizens in person, by telephone, and in writing. Ensure that information is properly distributed to the appropriate person(s).

Provide information to the public in person, in writing, and by phone regarding services of the Police Department using good customer service skills.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - A. Graduation from High School or G.E.D.;
 - AND
 - B. Two (2) years of customer service experience dealing with conflict resolution and handling customer complaints, oral presentations, and report writing.
2. Special Qualifications
 - Valid Utah Class D Driver License

Associates degree from an accredited college or university with major coursework in criminal justice, sociology, or community education preferred.

Ability to become P.O.S.T. Special Function certified.

3. Knowledge, Skills and Abilities:

Expected to gain knowledge of city, state, and federal codes and ordinances as they apply to the employee's assignment.

Ability to operate modern office equipment including computer equipment and software. Operate communications equipment including telephone and two-way radios.

Ability to operate a motor vehicle safely. Learn local geography, city streets, public buildings and businesses.

Ability to learn how to properly interpret and make decisions in accordance with federal, state, and local policies, procedures, laws, and regulations. Prepare clear and concise reports.

Skill to act quickly and calmly in emergency situations.

Ability to meet and interact with the public tactfully and effectively. Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Ability Communicate clearly and concisely, both orally and in writing.

Ability to establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work. Professionally communicate with citizens, other employees, and agencies in difficult and possibly hostile situations.

4. Working Conditions:

Functions of the position generally performed in a controlled environment, but subject to all seasonal and weather extremes. Frequent travel. Many functions of the work pose high degree of hazard uncertainty. Physical readiness essential to effective job performance. Moderate physical effort and handling of light to moderate weights. Various levels of mental application required, i.e. memory for details, emotional stability, discriminating thinking, creative problem solving. Continuous use of motor skills. Participation in training activities involving strenuous and moderately heavy physical activity; required to stand, walk, crawl or sit in uncomfortable positions for extended period of times; involves exposure to stressful situations under disagreeable conditions such as cold, wet, extreme temperatures, irritant gasses, vibration, heights, confined spaces, emergency driving, etc. Unconventional working hours may be required including nights, week-ends and holidays. Frequent travel may be required.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Position Code:	Municipal Non-Exempt	EEO-4Class:	PS Worker
Location:	Police	EEOP Class:	PS Non-Sworn
Group/BU:	General Pay Plan	Tech-Net Match :	1761