
POSITION TITLE: Community Service Officer
DEPARTMENT: Police
FLSA STATUS: Non-exempt
SALARY RANGE: 139
REPRESENTATION: Sandy Police Association

GENERAL POSITION SUMMARY:

Under direction of the Police Chief or their designee, the Community Service Officer performs a range of duties in support of the Police Department’s operations and assistance services to the public. The responsibility of the position includes parking enforcement, animal control, traffic control, minor traffic crash investigations, evidence collection, and assisting police officers at a crime scene. The work involves the exercise of sound judgment in assessing human behavior for handling citizen concerns and complaints calmly and effectively. Work involves non-traditional working hours and schedule and traveling to a variety of locations via vehicle throughout the city. Supervision is received in the form of specific assignments, department guidelines, and policies of a higher-ranking law enforcement position.

ESSENTIAL JOB FUNCTIONS

The work of the Community Service Officer differs from that of a Police Officer by having limited law enforcement authority, limited to citations for city ordinance violations as well as traffic citations for fire lane violations, handicap space violations, parking code violations, and moving violations which result in a traffic crash. The Community Service Officer is authorized to carry non-lethal weapons. The Community Service Officer reports to the Police Chief or their designee.

Essential Functions/Major Responsibilities:

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

- Responds to citizen requests or calls for information, assistance, or complaints related to city codes and ordinances. Issues citations as appropriate.
- Confers with individuals involved in disturbances to determine cause and course of action to take; requests police officer assistance in situations requiring arrest authority.
- Travels assigned area of the community on foot or in marked patrol vehicle to observe civil activity and report violations; investigates complaints by making site inspections, researching appropriate codes and talk with citizens and staff, issues warnings and citations for code violations.
- Investigates minor traffic crashes and civil infractions. Prepare accurate records and reports to document incidents.
- Conducts security checks on buildings; directs traffic; investigates minor traffic accidents
- Enforces parking regulations by giving citations and warnings to violators. Manages the City’s Recreation Vehicle parking permit program.

- Answers and initiates complaints regarding stray dogs, dog bites, and other animal-related reports; documents animal violations for future prosecution. Transports dogs to holding facilities or other locations.
- Refers individuals and families to social agencies for assistance in resolving social or health problem.
- Direct and control traffic, crowds, and congestion during special events or emergency situations.
- In an emergency event, responds as directed to assist with emergency response and recovery.
- Makes court appearances for ordinance violations and other work-related activities.
- Performs other duties of a similar nature or level.

INTERPERSONAL CONTACTS:

This position involves frequent communication with others both inside and outside the city. Internal contacts are usually made with police department staff and those within other city departments. External contacts are made with a wide variety of individuals and groups including residents, other emergency staff, and various county, state, and federal agencies. Contacts are generally made on the incumbent's own initiative. These contacts frequently contain discussion about confidential or sensitive matters, always necessitating discretion. A large majority of contacts are made face to face with the public, but also may be made on the phone or by email. The detective also must be able to effectively communicate person-to-person, in writing, over telephone or another similar device as well as via computer technology.

SPECIFIC JOB SKILLS:

- Read and perform basic mathematical calculations and follow written and oral instructions.
- Write reports with proper format, punctuation, spelling, and grammar using all parts of speech.
- Speak with poise, voice control and confidence using correct English and well-modulated voice.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

MENTAL ACTIVITIES:

- Interpersonal, teamwork, and customer service skills
- Ability to speak, understand, read, and write English, bilingual Spanish/English a plus
- Problem analysis and decision-making skills
- Ability to exercise independent judgment and/or independent action in a timely and efficient manner
- Ability to exercise discretion in sensitive or confidential matters

- Ability to perform advanced math (analysis, statistics, significant data, or number manipulation)

AUXILIARY JOB FUNCTIONS:

Other Tasks as Assigned: Perform additional tasks and duties as required by the Chief of Police that may include projects but not limited to; equipment maintenance program, community outreach, etc.

Analyze and recommend improvements to equipment and facilities. Maintain proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

MANDATORY MINIMUM REQUIREMENTS:

Education, Training and Experience:

- High School diploma or G.E.D
- Public safety practices and procedures.
- English grammar and basic mathematical computations.
- Personal computers and related software applications.

SPECIAL REQUIREMENTS/LICENSES:

Licensing and Other Requirements:

Positions in this classification are required to possess a valid driver's license and ability to meet the City's driving standards.

Must be at least 18 years of age. Must be able to pass a thorough background check with no felony convictions, and medical evaluation.

PHYSICAL ACTIVITIES/DEMANDS OF POSITION:

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

WORKING CONDITIONS:

The current working hours for this position are variable and established by the Chief of Police. Generally, the work shift consists of five 8-hour shifts. Substantial overtime and on-call status may be required. Most of the work is performed in outside work environments of a diverse nature which may involve exposure or potential exposure to personal danger. This is frequently in a City vehicle, with some time being spent in the office writing reports.

There may be exposure to noise, hazardous chemicals, burning buildings or fields, confined spaces, adverse conditions, communicable diseases, possible verbal and/or physical abuse from hostile or disoriented individuals, dealing with armed or otherwise dangerous persons and threat to personal safety. The position will frequently deal with sensitive, highly emotional, and stressful situations. Heavy manual labor, heavy lifting of 50 to 80 pounds, and constant standing may be required. The position also requires extensive computer work, with eight or more hours a week being devoted to clerical duties. The incumbent will be required to testify in court as necessary in various cases. Extensive local travel is involved in patrolling the city and responding to calls, and for various training and certification classes.

SUPERVISORY RESPONSIBILITIES:

None

SUPERVISION RECEIVED:

Works under the direction of the Chief of Police or authorized designee.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.

Ernie Roberts

Police Chief

Adopted: 8/2010

Revised: 8/2020, 5/2023

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

I have read and understood the functions, responsibilities, and requirements of this position.

Employee

Date