

OSHKOSH POLICE DEPARTMENT

JOB DESCRIPTION

May 15, 2001

COMMUNITY SERVICE OFFICER

DEFINITION AND NATURE:

Community Service Officers are non-sworn employees of the Oshkosh Police Department. Community Service Officers perform a variety of field-work in support of basic police operations and functions. Community Service Officers are representatives of the City of Oshkosh and the State of Wisconsin, and as such are governed by the highest legal and ethical standards. Their philosophy must be one of dedication to public service, setting aside personal interests for the common good.

GENERAL DUTIES AND RESPONSIBILITIES:

Community Service Officers are under the direct supervision of the Sergeant of Special Operations, however are routinely supervised by the on-duty shift supervisor. The primary responsibilities of Community Service Officer are responding to calls for service, directing traffic, enforcing parking regulations, investigating animal complaints, investigating tree and shrub complaints/violations, and recovering found property/bicycles. Community Service Officers also routinely assist at the Telecommunications Desk by answering telephones, assisting walk-in customers, assisting Officers, and entering calls for service.

Community Service Officers must be able to perform these duties with little direct supervision. A working knowledge of department policies and procedures, city ordinances, and state statutes is required.

ESSENTIAL JOB FUNCTIONS:

Duties performed on a frequent basis include, but are not limited to:

1. Patrols designated areas of the City of Oshkosh to enforce parking regulations.
2. Provides information, direction and assistance to the public.
3. Directs traffic at accident scenes, fire scenes, construction sites, etc.
4. Assists children as School Crossings in the absence of regular Crossing Guards.
5. Assists at the Telecommunications Desk by answering telephones, assisting walk-in clients, entering calls for service, and assisting officers.
6. Operates department and Community Service Officer vehicles.
7. Deliver reports and other documents to a variety of sources and locations as requested.
8. Responds to Calls for Service and completes necessary written reports.
9. Conducts follow-up investigations as needed.

Duties performed on a regular basis include, but are not limited to:

1. Writes Municipal Summons' and warnings for animal violations and tree/shrub violations.
2. Prepares written reports.
3. Transports vehicles for repairs and other servicing.
4. Become familiar with and properly utilize issued equipment.
5. Investigates animal complaints.

Duties performed on an occasional basis include, but are not limited to:

1. Assists Records and secretarial personnel
2. Assists Crime prevention, Police School Liaison Officers, Officers, and Detectives as requested.
3. Assists at Special Events.
4. Operates the TIME System terminal, entering and retrieving information.

5. Participates in required training to include DAAT (Use of Force), Oleoresin Capsicum (OC) Training, TIME system training, City Ordinance Training, etc.
6. Prepares for and testifies in court proceedings.

QUALIFICATIONS:

1. Required knowledge, skills and abilities
 - A. At least 18 years of age
 - B. High School Graduate or permanent resident status.
 - C. Possess a Valid Wisconsin Drivers License and above average driving record.
 - D. Knowledge of common traffic laws and procedures
 - E. Knowledge of or ability to learn city street and building locations
 - F. Ability to drive a right hand vehicle
 - G. Ability to work in all types of weather conditions
 - H. Good written and oral communication skills
 - I. Ability to work with minimal supervision.
 - J. Ability to follow oral and written instructions
 - K. Ability to develop and maintain positive working relationships
 - L. Ability to learn and maintain a working knowledge of City ordinances and State Statutes.
2. Required training and experience
 - A. Enrollment in a Police Science or Criminal Justice program.
 - B. Successful completion of a Background Investigation.
 - C. Successful completion of training program.