



**POLICE DEPARTMENT  
JOB DESCRIPTION**

**COMMUNITY SERVICE OFFICER**

**EXEMPT:** No

**UNION:** No

**GENERAL STATEMENT OF JOB:**

Performs a variety of routine non-critical public safety and clerical tasks. Enforces municipal parking ordinances; keeping official records; responds to citizen requests for service; community policing activities; traffic control activities, provides non-emergency response to animal control requests and performs other public safety service functions within the City of Platteville, while following standard operating policies and procedures for work performed.

**EXAMPLES OF WORK PERFORMED:**

**Section 1. Specific Activities**

- 1.1 Enforce parking laws, educates and works with citizens about parking laws to reduce violations.
- 1.2 Inputs data to standard office and department forms, both manual and automated, makes simple postings to various reports, compiles and tabulates data.
- 1.3 Serves as cashier including issuing receipts for various payments.
- 1.4 Carries out non-critical clerical tasks at the direction and under the immediate supervision of a secretary.
- 1.5 Maintains and files department records.
- 1.6 Carry out the duties of a Crossing Guard as needed.
- 1.7 Provides service to the citizens (i.e., traffic direction, animal control, motorist assist, special event activity and parking enforcement.)
- 1.8 Safeguards and preserves recovered property under the control of the police department.
- 1.9 Completes all required reports.

1.10 Performs Community Policing activities and other duties as requested.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Community Service Officers need to be able to solve practical problems, interpret instructions, complete simple addition and subtraction, copy, count and record information, understand and follow verbal and/or demonstrated instructions, write identifying information, request supplies verbally and/or in writing, to file, post and mail materials, accurately copy data from one source to another, guide people and provide basic directions, communicate effectively verbally and/or in writing with customers who have been issued citations, ~~to~~ complete time cards, ~~to~~ coordinate schedule to meet hourly limits and meet department needs. Community Service Officers will be familiar with the details of the job and complete it satisfactorily after field training and under indirect supervision.

**TOOLS AND EQUIPMENT USED:**

Personal computers and tablets including software, word processing spread sheet and database software, copy machine, fax machine, printers, electronic mail, motor vehicle, animal control equipment, portable radio and cash register.

**CONFIDENTIAL DATA:**

This employee may be exposed to most police records. Confidential data includes all police records. A few examples of these records are as follows: criminal records, requests for services, traffic information, juvenile records, domestic abuse complaints, child abuse complaints, employee personnel files and all written and computerized records. There are legal and internal controls on the release of any information from the Police Department.

**ESSENTIAL PHYSICAL JOB REQUIREMENTS:**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employees frequently walk and work alone. Employee frequently stands; keyboards; uses repetitive movements; has contact with general public and needs the ability to communicate effectively, in English, both verbally and/or in writing, with customers and the general public when they request information or pay fees. Employee occasionally sits; drives motor vehicles; reaches; grasps; holds; uses eye-hand coordination; hears; talks; climbs stairs.

The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:**

The following elements serve to identify the required acceptable experience and qualifications:

- 1 Minimum education: High school, or GED equivalent.
- 2 No related work experience is required.
- 3 Valid Wisconsin driver's license.
- 4 No felony or job-related criminal convictions.

**STATEMENT OF WORKING CONDITIONS:**

The City of Platteville is a drug-free workplace.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employee is occasionally exposed to temperature extremes and dampness when working outside. Employee is rarely exposed to dirt and noise when working outside.

**POSITION ACCOUNTABILITY:**

REPORTS TO: Support Services Lieutenant

SUPERVISION EXERCISED: None.

**SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interviews, reference checks, complete background investigation; job related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The 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.

**CITY OF PLATTEVILLE VALUES**

Having a Positive Impact on Our Community • Treating our Customers with Care • Working Cooperatively Together • Doing Quality Work • Demonstrating Integrity on the Job • Showing Flexibility and a “Can Do Spirit” • Acting as Good Stewards of the City’s Resources • Ensuring Our Safety and the Safety of Others

Approved by Common Council: 2/13/01

Revision History: 7/1/96; 12/31/10; 02/01; 03/19/21