

## Community Service Officer (CSO)

### City of Zion Class Specification

#### *Distinguishing Features of Work:*

Under immediate supervision, serves in a part-time capacity for the Police Department mainly in a public service function, with limited local ordinance and statute enforcement authority; assists in the implementation of laws, procedures, animal control and crime prevention.

#### *Illustrative Examples of Work:*

1. Patrols and responds to public complaints relating to non-criminal matters of a public service nature; makes contacts with complaining parties; initiates proper police reports and local ordinance code enforcement.
2. Assists the public in lock-outs and gaining entry to house and/or vehicles when locked out.
3. Assists the Shift Commander, when necessary and deemed prudent and as directed by the full-time officer, to assist with motorists, traffic control functions at accident scenes, traffic blockage at congested areas, where traffic signals are down or not functioning, or at public events.
4. Assists in the Police Department Records Office as assigned, providing information to the public on the phone or in person; taking, filing and obtaining police reports and other records.
5. Works as an evidence custodian by recording, storing, transporting, and retrieving evidence from the Northern Illinois Crime Laboratory; records and attempts to return to the proper owners recovered property; when property cannot be returned to the proper owner, prepares the necessary paperwork for auctioning the recovered property.
6. Attends monthly meetings discussing organizational matters, problems and training.
7. Performs other appropriate duties and miscellaneous public services as may be required and directed by the Police Chief, Lieutenants, Sergeants, and the full-time officer to whom the CSO is assigned.

## Community Service Officer

### *Desirable Requirements:*

#### Education

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

#### Experience

Requires in-house training on a host of police related issues.

Requires working knowledge of departmental policies, rules, regulations and procedures.

Requires working knowledge of City ordinances.

Requires working knowledge of the geography of the City.

#### Significant Responsibilities

Requires ability to communicate effectively both verbally and in writing.

Requires ability to document/justify all action taken.

Requires ability to keep ready for inspection at all times.

Requires ability to comply with all orders issued or assigned by the supervising officer.

Requires ability to establish and maintain satisfactory working relationships with departmental employees, and the general public.