

City of Rogers

Community Service Officer

Job Description

Exempt: No
Department: Police
Reports To: Uniform Operations Division Supervisors
Location: Police Department
Date Prepared: March 19, 2015
Date Revised: April 30, 2024
Safety Sensitive: This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

GENERAL DESCRIPTION OF POSITION

Performs a variety of specialized public safety work in the processing and transport of prisoners, and other tasks to support Police operations both inside the headquarters building and throughout the City.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides transport for prisoners and other individuals as directed; inspects and cleans vehicles as required. This duty is performed daily, about 24% of the time.
2. Maintains the safety and security of the detainees and facility; controls prisoner behavior and promotes acceptable conduct. This duty is performed daily, about 1% of the time.
3. Participates in booking, searching and identifying new prisoners; verifies information on booking forms; obtains signatures, photographs and fingerprints; processes property for safekeeping; types information on standard forms and inputs data into computer system. This duty is performed daily, about 10% of the time.
4. Receives and sends information to and from other agencies and jurisdictions. This duty is performed as needed, about 1% of the time.
5. Observes and assesses the behavior of detainees, and reports all problems. This duty is performed daily, about 1% of the time.
6. Types correspondence and reports; does data entry for records and reports; maintains files. This duty is performed daily, about 10% of the time.
7. Takes walk-in incident reports from citizens; fingerprints citizens when requested. This duty is performed daily, about 3% of the time.
8. Prepares a variety of reports and records. This duty is performed daily, about 1% of the time.
9. Assists with non-emergency response to motor vehicle accidents. This duty is performed daily, about 10% of the time.
10. Responds to the community's questions and complaints through telephone and/or in-person inquiries including dispensing information and routing citizens to proper agency or division requiring thorough knowledge of federal, state, and local laws and departmental rules and procedures. This duty is performed daily, about 18% of the time.

11. Releases impounded vehicles after determining legal ownership or arranges for release of impounded vehicles as required. This duty is performed daily, about 1% of the time.
12. Operates a computerized records system including entering, updating, searching, retrieving, etc. This duty is performed daily, about 15% of the time.
13. Sorts, cross-indexes, and files correspondence, records, reports, and other miscellaneous materials according to alphabetical or other acceptable organization methods. This duty is performed daily, about 5% of the time.
14. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 0 to 6 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence. ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid driver's license and have reached the age of 18.

Must be able to obtain a Jail Standards Certification within 12 months of appointment.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Accounting, Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or

sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of large organizational component and the organization's clientele.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Outside working environment, wherein there are disagreeable working conditions part of the time.

ENVIRONMENTAL CONDITIONS

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

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and occasionally exposed to toxic or caustic chemicals, risk of electrical shock. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 100 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Knowledge

Knowledge of City policies and procedures.

Knowledge of behavior patterns of incarcerated persons, techniques of detainee control, search and transportation procedures, and restraint protocols.

Knowledge of modern law enforcement principles, procedures, techniques and equipment.

Abilities

Skill in the use of tools and equipment used in a prisoner holding facility.

Skill in interviewing and dealing impartially with people of different social, economic, and ethnic backgrounds.

Skill in recognizing scope of authority, and responding to emergencies and stressful situations calmly, quickly, and decisively.

Skill in operating a personal computer utilizing a variety of business software.
Skill in following and effectively communicating verbal and written instructions.

The position requires ability to work around incarcerated prisoners, which may exhibit belligerent, violent, or other aggressive behavior. The employee must strictly abide by department procedures related to the handling and transporting of prisoners. Ability to strictly follow department procedures to include proper procedures when transporting prisoners. Ability to use a Personal Computer to enter and retrieve data, and composing incident reports. Skill in both written and verbal communications.

Physical Requirements

The position will be required to assist in restraining prisoners and may be required to subdue prisoners using less than lethal force.

Miscellaneous Requirements

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Must successfully complete a background investigation; must not possess any felony convictions; and must pass pre-employment drug testing.