

	KENOSHA POLICE DEPARTMENT		
	POLICY AND PROCEDURE		
	21.19 Job Specifications – Community Service Officer		
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COMMUNITY SERVICE OFFICER

I. CHARACTERISTICS OF THE CLASS

- A.** Under the general supervision of a Police Sergeant, is responsible for enforcing motor vehicle parking regulations, animal control laws and investigating minor property crimes. Community Service Officers write parking citations for all parking violations, handle animals for the purpose of investigations of mistreatment, or control of abandoned, dangerous or unattended animals. Responsibilities may include found property transport and crossing guard duties and enforcement of the nuisance vehicle ordinance. Performs other work as requested or assigned. It is the desire of the police administration that employees in this classification work towards becoming police officers.

II. EXAMPLES OF ESSENTIAL FUNCTIONS (illustrative only)

- Patrols assigned area enforcing City Parking and Vehicle Nuisance Ordinances. Issues citations and arranges towing of violating vehicles when appropriate. Inspects vehicles and equipment.
- Completes records regarding number and types of violations, towed vehicles, and found property; contacts owners of towed vehicles.
- Informs appropriate department of accidents, potentially hazardous situations and traffic conditions; reports missing signs and malfunctioning traffic lights.
- Gives directions; provides information to the public; assists stalled motorists.
- Assists officers with traffic and crowd control as needed.
- Responds to citizen complaints and completes reports for incidents that do not require a sworn police officer, including minor thefts, non-reportable accidents, hazardous conditions, animal bites, barking dogs, animal at large, animal cruelty, animal trap requests, vandalism, and entry to vehicle.
- Prepares for prosecutions, gives evidence and provides testimony in court as necessary.
- May perform duties of a Crossing Guard.
- Investigates reports of animal attacks or animal cruelty, interviews witnesses, collects evidence, and writes reports.
- Captures and removes stray, uncontrolled, abused, nuisance, or wild animals from undesirable conditions, using nets, nooses or other equipment as provided.
- Removes captured animals from animal-control service vehicles and place animals in shelter cages or other enclosures.

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- Euthanizes rabid, unclaimed, injured or trapped nuisance wildlife.
- Cleans facilities and equipment such as dog pens and animal control trucks.
- Educates the public about animal welfare and animal control laws and regulations.
- Writes reports of activities, and maintains files of impoundments and disposition of animals.
- Issue warnings or citations in connection with animal related offenses.
- Works on-call, on a rotating basis, for animal control during nighttime hours.
- Investigates minor property crimes and parking lot accidents.

(NOTE: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification. This classification specification does not create an employment contract between the City and the employee and is subject to change by the City as the needs of the City and the department change over time.)

MINIMUM REQUIREMENTS

A. Training and Experience:

1. Associate degree or 60 college credits required; one (1) year experience in public contact work; or an equivalent combination of training or experience.
2. Possession of a valid driver's license and a good driving record.

Officers will attend training and must develop skills including, but not limited to, those necessary to complete the following tasks:

Converse with citizens, obtain information and write complete, concise and accurate reports.

Issue parking citations and Municipal Ordinance Citations and enforce ordinances related to parking and animal control.

Must successfully complete Humane Officer Certification within one year of hire.

Must acquire valid Wisconsin Trapper's License within six (6) months of hire.

Must be able to euthanize rabid, unclaimed, injured or trapped nuisance wildlife.

B. Knowledge, Abilities and Skills:

1. Knowledge of applicable State Laws and City Ordinances.
2. Knowledge of the City roadways.
3. Ability to follow oral and written instructions and to communicate clearly.
4. Ability to maintain records and write legible, concise reports.
5. Ability to establish and maintain effective working relationships with fellow workers and the public.
6. Ability to work in adverse weather conditions.

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7. Ability to remain calm in confrontational situations.

C. Physical Requirements:

1. Perform all the duties and assigned tasks of a Community Service Officer.
2. Must be able to lift 75 lbs.

D. Environmental Requirements:

1. Task requires that work be performed in adverse environmental conditions.
2. Operate equipment as efficiently and economically as possible under a variety of conditions and in accordance with law and established procedures. This includes but is not limited to vehicles, weapons, computer and radio equipment, cameras and audio and video recording equipment.

E. Sensory Requirements:

1. Task requires color perception and discrimination.
2. Task requires sound perception and discrimination.
3. Task requires depth perception and discrimination.
4. Task requires visual perception and discrimination.
5. Task requires oral communications ability.

FLSA Status: Non-Exempt