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| Job Title: Community Service Officer (CSO) | Reports to: Assistant Chief |
| Department: Police Department | Job Grade: Non-Exempt |
| Approved Date: 09/06/2022 | Fair Labor Standards Act (FLSA) |

Position Summary

This position 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 police service functions within the City of Watford City; following standard operating policies and procedures for work performed.

Characteristics of a Successful Community Service Officer

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| <ul style="list-style-type: none"> • Positive role model for others • Motivated • Enthusiastic learner • Self-starter • Flexible and adapts easily to new situations • Takes pride in their work | <ul style="list-style-type: none"> • Keeps a focus on creating an exceptional service experience • Easily builds rapport with others • Detail oriented • Honest • Accountable for their actions • Ability to troubleshoot and think through complex systems |
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Essential Job Functions

- Performs enforcement of non-criminal activity to include: enforcing traffic and parking regulations; investigating and assisting with traffic accidents; and conducting animal control activities
- Performs community service activities by: identifying hazardous conditions including water main breaks, downed power lines, and health and safety hazards; providing a variety of public relations and informational services; providing escorts for dignitaries, parades and funerals; and delivering emergency messages
- Patrols City for lost, abandoned, or stray animals, which includes determining whether animal has any licenses, tags or identification; transporting animals to address indicated on tag, if available; impounding stray animals without identification; and, determining whether stray animals are current with respect to rabies shots and vaccinations
- Responds to telephone and radio reports of animal control violations which include: assessing the urgency of the call; determining the location of the incident; determining whether caller is in any immediate danger; issuing warnings and writing citations and/or complaints; and, determining how to respond to call in most efficient manner
- Testifies and appears in court cases regarding animal control and city ordinance violations



- Conducts public service programs regarding animal control issues and the humane treatment of animals
- Responds to emergency situations and assists in rescue operations, which includes: assisting with traffic control during emergencies; observing and reporting road conditions during severe weather; assessing the situation if first on the scene and calling for additional help; and, obtaining information of events from witnesses
- Participates in training classes such as: in-house training, basic training, and Cardio Pulmonary Resuscitation, First Aid, and First Responders training
- Performs other duties of a similar nature or level

Requirements

- Be able to learn and employ modern law enforcement principles, techniques, procedures, and equipment
- Be able to learn and employ Federal, state, and local laws and traffic control procedures
- Understand emergency medical response procedures
- Use computers and related software applications
- Use equipment such as radios, cameras, oxygen, first aid equipment, pepper spray, body armor, Tasers, fire extinguishers, and other police equipment
- Learn proper handling and capture techniques of stray and rabid animals
- Demonstrate proper care and feeding of injured animals
- Familiarity with animal carried diseases
- Be able to identify safety hazards and precautions in handling animals
- Perform customer service related tasks
- Capture, control, and handle stray and rabid animals
- Care for injured and ill animals
- Handle calls of animals as appropriate with State law and City code
- Interacting with community organizations and civic groups
- Using animal control equipment such as live traps, catching nets, and other animal capture equipment
- Transmitting information via two-way radio
- Maintaining accurate files and reports
- City laws and ordinances surrounding animal control issues
- Dealing with irate and intoxicated people in violent situations
- Analyzing situations quickly and objectively
- Establishing and maintaining relationships with the public, officers, and other agencies
- Treating the sick and injured with emergency medical procedures
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction



Judgment/Decision Making

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation
- Analyze situation quickly and objectively to determine proper course of action.
- Good general intelligence and emotional stability
- Accurate judgement and effective decision making under pressure and stressful situations

Relation to Others

- Works to promote teamwork within the department and throughout the City of Watford City
- Shares information, is cooperative and, when appropriate, assists others
- Resolves conflict through use of tact and diplomacy
- Exhibits a positive image and outlook when interacting with co-workers and/or the public
- Accepts responsibility and works well when given responsibility
- Cooperates with officials and other police officers
- Copes with situations firmly, courteously, tactfully and with respect for the rights of others

Education/Experience

- High School Diploma or General Equivalency Diploma (G.E.D.) and prefer at least one year of specialized training in animal control and handling or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above
- Valid North Dakota Driver's License.

Working Conditions/Physical Demands

- Must pass a medical exam, drug screening test, and background check before hire. The City pays for the exam and screening.
- Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions
- May be subjected to personal injury, physical violence, gases, blood, body fluids, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises, and travel
- Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects
- Smoking prohibited while on duty or while in uniform



NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The City Administrator retains the discretion to add duties or change the duties of this position at any time.