

## COMMUNITY SERVICE WORKER

GENERAL STATEMENT OF DUTIES: Performs a wide variety of public safety assignments; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Chief of Police (or his/her designee), an incumbent of this class is responsible for relieving police personnel of basic, routine assignments by performing a wide variety of public safety assignments (i.e., foot/vehicle patrols, issuance of parking tickets, investigation of animal or code complaints, directing vehicular/pedestrian traffic). This is a uniformed, unarmed, paraprofessional, civilian position lacking the police officer's authority to make arrests. Community Service Workers are required to exercise independent judgement in performing their duties in conformance with established laws, rules and regulations. On the job training is provided by police personnel. Supervision is not normally a function of this position.

### EXAMPLES OF WORK: (Illustrative Only)

Patrols assigned area on foot or by vehicle;

Makes observations and reports suspected criminal activities to police personnel;

Investigates, provides services and completes reports on areas covered by ordinance such as: missing or injured persons, property damage and hazardous conditions, trash, garbage and refuse complaints, lost and found property, animal complaints, abandoned vehicles;

Enforces the provisions of parking and general ordinances and issues summonses for violations;

Directs and controls pedestrian and vehicular traffic at assigned locations, including school crossing guard and parade detail assignments;

May operate an emergency communications switchboard or monitor burglar or fire alarm receiver units, and transmits information received to proper authority;

Performs clerical or other special duties, as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ATTRIBUTES: Ability to follow oral and written directions; ability to learn applicable laws, rules and regulations; ability to speak clearly and concisely; ability to act quickly and calmly in an emergency; ability to acquire a thorough knowledge of an emergency communications system; ability to operate a motor vehicle; integrity; patience; alertness; reliability; firmness; tact and courtesy; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and one (1) year of work experience in a position involving public contact\*.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment.

NOTE: Appointees may be required to meet the requirements of the Security Guard Act of 1993.

\* Public contact experience shall be defined as experience which includes, but is not limited to, information gathering, disseminating and clarifying, inspecting, negotiating or counseling. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.