

Grand Chute Police Department

COMMUNITY SERVICE OFFICER JOB DESCRIPTION



NATURE OF WORK

This is an entry level non-sworn position within the Field Operations Division responsible for supporting the operational mission of the organization by performing tasks that do not require a sworn police officer. Work is performed under direct supervision of a patrol lieutenant, with general oversight by the Field Operations Division commander. The job functions and requirements of work include, but are not limited to, the following:

ESSENTIAL JOB FUNCTIONS

- Perform vehicle patrol within the Town for the detection of correctable community issues;
- Respond to, and resolve, non-emergency police incidents;
- Investigate lost and found property incidents;
- Conduct interviews with citizens regarding requests for police service;
- Issue warning notices and citations for minor violations of Town Code;
- Prepare and maintain accurate, timely reports of all activities;
- Direct traffic and assist with crowd control at accidents, fire scenes, special events, etc.
- Respond to and investigate incidents involving animals, e.g., unattended, stray, sick, or improperly cared for animals, capture and impound stray animals, investigate animal bites;
- Assist stalled or stranded motorists;
- Facilitate the exchange of driver/owner information in minor motor vehicle accidents;
- Maintain knowledge and understanding of department policies and procedures,
- Maintain regular punctual and predictable attendance, work overtime and extra hours as required

ANCILLARY JOB FUNCTIONS

- Serve as courier, transporting documents/equipment in furtherance of department goals;
- Conduct tours and presentations to the public;
- Conduct home/property vacation checks;
- Maintain community service vehicle, work areas, and required equipment;
- Communicate via two-way radio and mobile data computer equipment;
- Attend periodic meetings and trainings;
- Perform community fingerprinting services;
- Perform other duties as assigned by department personnel.

REQUIREMENTS OF WORK

This position requires a high school diploma or equivalent. An additional requirement is active enrollment in a post-high school education program in a field related to Criminal Justice, carrying a minimum of nine (9) credit hours (fulltime student status), with a minimum of one year remaining before graduation. The position also requires the following knowledge, skills, and abilities:

- Must possess a valid Wisconsin driver's license and have knowledge of defensive driving techniques;
- Maintain knowledge of department rules, regulations, procedures, and functions;
- Ability to read and understand street maps and directions;
- Ability to understand and carry out oral and written instructions;
- Ability to maintain effective relationships with other employees and the public;
- Ability to communicate verbally in a clear, courteous, and tactful manner;
- Ability to effectively communicate in written form;
- Ability to gather information and prepare written reports;
- Ability to analyze simple problems and develop appropriate solutions;
- Ability to work safely in and around vehicular traffic;