

**CITY OF RAMSEY JOB DESCRIPTION / POSITION ANALYSIS**

**POSITION TITLE:** Community Service Officer

**DEPARTMENT:** Police

**POSITION TITLE OF IMMEDIATE SUPERVISOR:** Sergeant

**SUBJECT TO RANDOM D.O.T DRUG AND ALCOHOL TESTING:** Yes

**FLSA STATUS:** Non-Exempt

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**PRIMARY OBJECTIVE OF POSITION:**

Perform support duties to police operations and the community. Perform regularly scheduled community service work for public protection and crime prevention. Primary service goals include providing cost-effective public safety and superior customer service.

This is a uniformed, non-sworn position with the City of Ramsey Police Department.

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**RESPONSIBILITIES:**

- A. Perform animal control duties
- B. Perform code enforcement activities
- C. Provide support services to patrol officers as needed
- D. Perform administrative errands as needed
- E. Assist with vehicle maintenance and repairs
- F. Receive and investigate ordinance complaints and document findings
- G. Assist with crime prevention issues
- H. Perform other duties as assigned by the Supervisor

**TASKS RELATED TO RESPONSIBILITIES:**

- A. Perform animal control duties
  - 1. Respond to complaints of barking dogs and other nuisances created by pets or wild animals
  - 2. Enforce animal control ordinances
  - 3. Impound loose, abandoned, vicious, or rabid animals
  - 4. Dispose of dead animal carcasses
  - 5. Investigate animal bite cases and prepare animal bite reports and properly quarantine animals as needed

- B. Perform code enforcement activities
  1. Receive and investigate code enforcement complaints and violations of municipal ordinances including, but not limited to, junk cars, burning violations, trash violations, parking violations, or others
  2. Follow City Code and/or City policies for issuing verbal and/or written citations
  3. Work with Community Development Department as needed
  4. Coordinate abatement procedures and maintain necessary documents
  
- C. Provide support services to patrol officers as needed
  1. Assist with motor vehicle traffic control
  2. Assist motorists and respond to vehicle lock-outs
  3. Perform other duties as needed
  4. Render first-aid as appropriate
  5. Perform vehicle lock-outs
  
- D. Perform administrative errands as needed
  1. Pick-up or deliver equipment or operational supplies
  2. Make various deliveries, at the verbal or written direction of a supervisor
  
- E. Assist with vehicle maintenance and repairs
  1. Set-up maintenance schedules
  2. Maintain vehicle maintenance and equipment repair records
  3. Assist in squad car set-up
  4. Conduct minor repairs and/or coordinate servicing of police department equipment
  
- F. Receive and investigate ordinance complaints and document findings
  1. Take calls from dispatch
  2. Take calls when assigned by office personnel
  3. Complete all necessary paperwork
  4. Maintain records of complaints, violations, abatement, and other activity
  
- G. Assist with crime prevention issues
  1. Assist the Crime Prevention Specialist in various programs as needed
  2. Maintain and foster excellent community relations
  3. Participate in emergency preparedness activities
  
- H. Performs other duties as assigned at the verbal or written direction of a supervisor

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to effectively communicate in English, both orally and in written form
- Ability to maintain effective working relationships with all levels of staff, residents, and personnel from other agencies
- Ability to cope with situations firmly, courteously, tactfully, and with respect to citizens' rights – even under stressful conditions

- Ability to maintain confidentiality, prioritize duties, and work independently with limited supervision
- Ability to act in a decisive manner, using good judgment
- Ability to prepare accurate and thorough reports
- Ability to maintain certification as a First Responder or in First Aid
- Knowledge of principles, procedures, techniques, and equipment of law enforcement
- Knowledge of animal restraint and care techniques
- Knowledge and ability to use computers including word processing and spreadsheets
- Demonstrate consistent, regular attendance at work
- Ability to work outdoors in all weather conditions

## **TRAINING AND EXPERIENCE:**

### Minimum Requirements

- High school degree or equivalent
- Must be a minimum of 18 years old
- Must possess a valid class D Driver's License with a good driving record
- Must have been certified in First Aid or C.P.R. or able to acquire an equivalent level of certification within six months of hire (Dept. Paid)
- Must pass job-related physical examination, drug screen, and extensive background investigation
- Computer experience including word processing and the use of spreadsheet software

### Desirable Training and Experience

- Current status as a law enforcement student
- Formal training in traffic and pedestrian control
- Experience/training in observation and recollection of events
- Experience/training in law enforcement or security
- Experience/training in dealing with animals
- Experience/training as a fire fighter
- One year or more of public contact or customer service experience

This Job Description is not intended to be all-inclusive. It is within the City of Ramsey's discretion to assign additional duties and responsibilities or remove duties and responsibilities at any time. This Job Description does not constitute a Contract of Employment.

Updated: January 2014

Updated: March 2015

Updated: June 2019

**JOB ACTIVITY REQUIREMENTS**  
**Community Service Officer**

<b>Job activity requirements</b>					
	<b>Physical Activities</b>	<b>Very Important</b>	<b>Important</b>	<b>Slightly Important</b>	<b>Not Important</b>
1	Standing	x			
2	Sitting	x			
3	Walking	x			
4	Lifting	x			
5	Pushing / Pulling	x			
6	Carrying	x			
7	Climbing			x	
8	Kneeling		x		
9	Crawling			x	
10	Crouching	x			
11	Bending at waist	x			
12	Reaching	x			
13	Handling Objects	x			
14	Repetitive Hand Motion	x			
15	Use of Arm Muscles over Extended Periods		x		
16	Use of Leg Muscles over Extended Periods		x		
17	Overhead Work			x	
18	Stationary desk or bench work	x			

**This job requires employees to be able to lift and carry up to 50 pounds without assistance.**

<b>Job working conditions</b>			
		<b>Yes</b>	<b>No</b>
1	Working Outdoors	x	
2	Working Indoors	x	
3	Operating forklifts or dangerous equipment		x
4	Operating motor vehicles	x	
5	Providing work direction to other employees		x
6	Working with chemicals		x
7	Working near fumes and vapors	x	
8	Driving a City vehicle or personal vehicle	x	
9	Driving is an essential function of this job	x	
10	Subject to random DOT drug and alcohol testing		x