



COMMUNITY SERVICE OFFICER POSITION DESCRIPTION

GENERAL PURPOSE

Performs a variety of enforcement and public contact work in enforcing city ordinances governing parking, animal control and assisting the public by providing information about parking locations, historic sites, and other city ordinances.

SUPERVISION RECEIVED

Works under the direct supervision of the Parking and Transportation Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors the flow of vehicles in timed parking areas, issues citations for parking violations such as overtime parking, illegal parking in handicapped, unloading, fire hydrant areas, double parking, parking in no parking areas, parking against traffic and other parking related violations.
- Monitors and enforces the responsibility of construction sites to provide safe traffic flow and walking areas for the public.
- Monitors sidewalk violations, damaged parking signs, dead storage vehicles and maintains all parking management system equipment and reports issues to the appropriate department.
- Identifies and records information on possible abandoned or dead storage vehicles and completes the proper paperwork if required.
- Assists in traffic control during school hours to monitor the safety of children.
- Assists citizens with such matters as stalled vehicles, traffic safety, traffic direction, etc.
- Responsible for picking up stray animals, issuing citations, investigating animal abuse cases, setting live animal traps, and writing reports related to investigations and all matters related to animal control.
- Operates a two-way radio to check on vehicle registrations, report all crimes to on duty officer, request assistance in emergency situations and relay information regarding work situations and suspicious activity.

- Makes recommendations for improvements, enhancements and repairs needed to the appropriate department.
- Dispatch information to on duty officer as needed. Receives request from other on duty officers to perform special or specific duties.
- Answer a variety of questions from the public regarding parking regulations, parking facilities, basic traffic complaints, points of interest and other public information.
- Responsible for case documentation, parking violations, sending out violation letters and writing reports for ordinance violations.

PERIPHERAL DUTIES

- Provides various traffic control duties when directed.
- Assists with administrative police department tasks as assigned.
- Performs duties as assigned.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- High School diploma or GED Equivalent.
- One year of working in parking enforcement, animal services and public contact work.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of modern parking enforcement principles, technology, procedures, techniques, and equipment.
- Knowledge of animal equipment, laws, techniques, and basic animal behavior.
- Must have good communication skills when dealing with the public, be courteous, pleasant with strangers, able to give directions and work well with others.
- Should have a basic knowledge of Deadwood's history and a general knowledge of various buildings and business locations.
- Ability to dispatch an injured animal.
- Skills in the operation of the tools and equipment list below.
- Ability to learn the applicable laws, ordinances and department rules and regulations.
- Ability to analyze situations accurately and adopt an effective course of actions.

- Ability to interpret, apply, and explain codes, rules, regulations, policies and procedures using tact, patience, and courtesy.
- Ability to work without close supervision.
- Ability to maintain accurate records.
- Ability to establish and maintain effective working relationship with peers, supervisors, and the public.
- Ability to follow verbal and written instructions.

SPECIAL REQUIREMENTS

- Obtain NACA I & II Animal Control Training within 2 years of employment.
- Obtain CPR and Basic First Aid Certification within 1 year of employment.

GENERAL

- Must be 21 years of age at time of employment.
- Must possess or be able to obtain by time of hire, a valid South Dakota Driver's License without record of suspension or revocation in any other State.
- No felony conviction or disqualifying criminal histories.

TOOLS AND EQUIPMENT USED

Police radios, phone, computer, copier, first aid equipment, animal control catchpole, live animal traps, parking equipment, and assorted cameras and video equipment.

PHYSICAL DEMANDS

The physical demands attached hereto are respectively of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be in good health, used to walking different types of terrain and in all types of inclement weather. Must be able to stand for long periods of time in inclement weather due to assisting on duty officers with special or specific duties. The employee is frequently required to handle or operate tools or controls, reach with hands and arms, climb or balance, stoop, kneel or crouch or crawl in all types of conditions. The employee must be able to sit for a period of time when working on the computer and be able to lift or move 50 pounds. Specific vision abilities required for this job include close, distant, color, peripheral vision, depth perception and ability to focus.

WORK ENVIRONMENT

The work environment characteristics attached hereto are representatives of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works outside in all types of weather conditions and is exposed to wet, hot, humid, cold conditions, fumes, or certain airborne particles. The employee occasionally works near moving mechanical parts. The employee frequently works with animals and is exposed to bites, exotic diseases, and airborne particles.

The noise level in the work environment is usually moderate to noisy.

SELECTION GUIDELINES

Formal police application, rating of education and experience, oral interviews, and references check; job related test may be required.

The job description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

PHYSICAL DEMANDS

Note: In terms of an eight to ten hour workday.

ACTIVITY	HOURS AT ONE TIME	TOTAL IN AN 8 HOUR DAY	COMMENTS
Sit	1	4	
Stand	1	2	
Walk	1	4-6	

Occasionally = 1% - 33% Frequently = 34% - 66% Continuously = 67% - 100%

ACTIVITY	NONE	OCCASIONAL	FREQUENTLY	CONTINUOUSLY	COMMENTS
Bend/Stoop		X			
Squat		X			
Crawl		X			
Climb		X			
Reach		X			
Reach above shoulder level		X			
Crouch		X			
Kneel		X			
Balance		X			
Push/Pull		X			

PHYSICAL DEMANDS

ACTIVITY	MAXIMUM	FREQUENTLY	CONTINUOUSLY	COMMENTS
Carry (pounds)	50 pounds			
Lift (pounds)	50 pounds			

ACTIVITY	RIGHT	LEFT	COMMENTS
Use of foot controls.	X	X	Operate motor vehicle
Simple hand grasping	X	X	

Firm hand grasping	X	X	
Fine manipulating	X	X	

SENSORY PERCEPTIONS

ITEM	YES	NO	COMMENTS
Hearing: Less than 40db loss @ 500 Hz, 1000 Hz, and 2000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sounds, such as when making fine adjustments on machined parts.	X		
Color Perception	X		
Depth Perception	X		
Less than arm's length work.	X		
70 ° field of vision.	X		
Potential Safety hazard.	X		
Requires protective clothing or personal protective devices.	X		
Correctable vision to 20/40 Near/Far	X		

ESSENTIAL FUNCTIONS

WORKING CONDITIONS	YES	NO	COMMENTS
Worker is subject to inside environmental conditions; protection from weather conditions but not necessarily from temperature changes.	X		
The worker is subject to outside environmental conditions; no effective protection from weather.	X		

The worker is subject to both environmental conditions; activities occur inside and outside.	X		
Worker is subject to extreme cold, temperatures below 32° for periods of more than one hour.	X		
Worker is subject to extreme heat, temperatures above 100° for periods of more than one hour.	X		
Worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.	X		
Worker is subject to vibration; exposure to oscillating movements of the extremities or whole body.	X		
Worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on high places, exposure to heat or chemicals.	X		
Worker is subject to atmospheric conditions; one or more of the following conditions that affect the respiratory system or the skin: fumes, odors, dusts, mists, gases, or poor ventilation.		X	
Worker is subject to oils. There is air and/or skin exposure to oils and other cutting fluids.		X	
Worker is subject to scheduled overtime.	X		
Worker is subject to unscheduled overtime.	X		
Worker is subject to emergency situations involving hazards, elements, and limited response time, creating stressful situations.	X		
Worker is subject to night work hours.	X		

MENTAL DEMANDS

MENTAL DEMANDS	YES	NO	INTENSITY/COMMENTS
Public Contact:			
Routine	X		
Complaint	X		
Emergency	X		
Handling Conflict	X		
Handling multiple priorities	X		

Make decisions with limited information.	X		
Make non-routine or unexpected judgments.	X		
Operate in absence of clear expectations or procedures.	X		
Operate under short time frames; deadlines	X		
Serious consequences of error.	X		
Use of tact and diplomacy.	X		
Reasoning: Apply procedure	X		
Develop new procedure	X		
Information ordering: arrange things or actions in a certain order.	X		
Visualization: imagining how something will work.	X		
Comparison of letters, numbers, or patterns quickly and accurately.	X		
Communication Skills: Develop written communications requiring grammar skills.	X		
Interact with customers on an explanatory basis.	X		
Interact with groups of people.	X		
Math Skills: Basic skills of addition, subtraction, and multiplication.	X		
Advanced math skills.		X	
Reading Skills: Basic instructions material	X		
Technical information	X		
Other			
Other.			

**JOB DESCRIPTION EMPLOYEE AGREEMENT
for COMMUNITY SERVICE OFFICER**

I, _____, have read and understand that the duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is similar, related or a logical assignment to the position.

Employee Signature

Date