

Community Service Officer (seasonal)

Dept/Div: Police/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs responsible paraprofessional law enforcement and community service work in support of Police Department operations. Responds to non-priority calls for service, enforces designated ordinances, provides assistance to the public, and supports sworn officers with operational, transport, and administrative duties. Work involves frequent interaction with the public and requires the application of judgment within established policies and procedures.

Work is performed under the general supervision of a Sergeant.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Responds to non-priority calls for service and provides general public assistance.
- Enforces animal control, nuisance, parking, and selected traffic ordinances; issues citations as appropriate.
- Assists sworn officers at scenes, including traffic accidents, investigations, and community events.
- Transports in-custody individuals to and from the Anoka County Jail.
- Provides motorist assistance, including vehicle lockouts and coordination of towing or service needs.
- Handles wildlife-related calls and coordinates transport of animals to appropriate facilities.
- Assists with evidence collection, transport, and documentation, maintaining proper chain of custody in accordance with department procedures, including delivery to the Minnesota Bureau of Criminal Apprehension.
- Recovers, inventories, and documents lost, abandoned, or seized property.
- Completes reports and maintains accurate records, including data entry into records management systems.
- Serves subpoenas and transports documents, evidence, and City materials as required.
- Provides security, traffic control, and general support at City facilities, parks, and special events.
- Operates and maintains assigned vehicles, equipment, and facilities, including light maintenance tasks, and performs other duties as assigned.

Knowledge, Skills and Abilities

Working knowledge of applicable federal, state, and local laws, ordinances, and departmental policies and procedures related to public safety and community service functions. Ability to operate independently in the field and exercise sound judgment and discretion in a variety of routine and moderately complex situations. Ability to communicate effectively, both orally and in writing, including the preparation of clear, accurate, and complete reports. Ability to establish and maintain effective working relationships with coworkers, other agencies, and the general public, including the ability to de-escalate conflict and manage difficult or confrontational situations. Ability to analyze situations, identify appropriate responses, and carry out assignments in accordance with established procedures. Skill in the operation of motor vehicles and standard office and law enforcement support equipment. Ability to accurately enter, maintain, and retrieve data within records management systems and other technology platforms. Demonstrated ability to provide courteous, professional, and responsive customer service.

Education and Experience

High school diploma or equivalent is required, supplemented by coursework or training in criminal justice, law enforcement, or a related field. Some experience in public safety, customer service, or municipal

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operations is preferred, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.

Physical Requirements

Physical Requirements and Activity

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force, and occasional exertion of up to 60 pounds of force. Work regularly requires sitting, speaking, and hearing; frequently requires standing, walking, using hands to finger, handle, or feel, lifting, and repetitive motions; and occasionally requires climbing, balancing, stooping, kneeling, crouching, or crawling, reaching with hands and arms, and pushing or pulling.

Sensory Requirements

Work requires close vision, distance vision, depth perception, and the ability to adjust focus. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions accurately and effectively. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications, as well as to distinguish sounds in a variety of environments.

Sensory Utilization

Work requires preparing and analyzing written and electronic data, operating motor vehicles and standard office and law enforcement support equipment, and observing surroundings and activities for safety and situational awareness. Duties involve visual inspection of details, monitoring environments, and responding appropriately to changing conditions in both indoor and outdoor settings.

Environmental Conditions

Work frequently requires exposure to outdoor weather conditions, moving mechanical parts, and traffic hazards, and may involve exposure to fumes, airborne particles, and bloodborne pathogens. The position may require the use of personal protective equipment. Work occasionally involves exposure to aggressive or injured animals, hostile or impaired individuals, and loud noise environments. Duties are performed in office settings, vehicles, and field environments, and may include irregular hours or emergency response situations.

Work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic, and firearm range).

Special Requirements

Valid driver's license in the State of Minnesota.

Must successfully complete all pre-employment screening requirements, including a criminal background investigation, fingerprinting, and drug testing.

Must comply with and maintain all required department training standards.

Ability to work a flexible schedule, including evenings, weekends and holidays, as required.

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