

CITY OF WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principal duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 24, 1995
REVIEWED: January 1, 1998
November 28, 2005
June 23, 2009
February 11 2020
Revised: August 1, 2023

Title: Community Services Officer

Department: Police

FLSA Status: Non-exempt

General Summary:

The Community Services Officer (CSO) position is designed to enhance service to the community by using non-sworn personnel to handle minor calls for service. The CSO performs a variety of law enforcement support functions, such as parking enforcement, traffic direction, assisting crossing guards, handling minor complaints from citizens, preparing/submitting reports, fingerprinting, along with performing many clerical tasks.

~~This position is responsible for a number of support related functions and duties including, but not limited to, enforcing parking regulations and issuing related tickets, utilizing the computer to process records related to parking enforcement, acting as police matron, picking up and inventorying found property and registering bicycles, administering the crossing guard function, and assisting support personnel.~~

Reporting Responsibility:

This position is under the direct supervision of the ~~Administrative Bureau Captain~~ Assistant Chief, however from time-to-time may receive supervisory direction from other departmental supervisors.

Specific Accountabilities:

1. Encourage and provided quality service to department customers, both internal and external, through courteous, complete, and punctual attention to their needs.
2. Assist the public regarding inquiries on matters related to the department.
3. Act as department liaison to other law enforcement agencies, city officials, department employees and programs, and the general public.
4. May assist in filing of miscellaneous forms and files.
5. Receipt and document monetary payments for tickets, accidents reports, parking fines, records requests, etc.
6. Assist the public at the service window.
7. Assist in maintaining and updating the integrity of the court notification process.
8. May assist in the notification of officers for appearances and cancellation for municipal and criminal court.
9. Effectively and efficiently operate office equipment such as a Cash Register, computer, calculator, copy equipment, printer, FAX machine, etc.
10. Patrol the city to enforce parking regulations by monitoring time limits and other restrictions.
11. Issue tickets for applicable violations of Watertown parking regulations.

12. Mark tires of vehicles parked in timed parking zones, record time, and return at specified intervals to ticket vehicles remaining in spaces illegally.
13. Utilize CIS Records Program to process violations, payments, dismissed or voided parking tickets, and unpaid parking tickets.
- ~~14. Performs duties of police matron as necessary.~~
15. Administers crossing guard function and fill in as a guard if needed.
16. May assist other support services personnel at various times.
17. Assist the public at the service window.
18. Maintain forms and booklets for general use by the public for State and other public service entities.
19. Check five-day notice violations issued by the department and surrounding agencies.
20. Pick up and inventory abandoned/found property and complete paperwork.
21. Initiate and monitor complaints of abandoned/junk vehicles.
22. Communicate with owners of found property and junked and abandoned vehicles as to the status of their property.
23. Fingerprint citizens for "applicant" cards.
24. Maintain inventory of crossing guard equipment.
25. Liaison to the Watertown Unified School District on matters of pedestrian safety and parking.
26. Follow up with Street Department with garbage and recycling complaints.

Education and Experience:

High school graduation (or HSED equivalency) plus one (1) year of work experience and an equivalent combination of education, experience and training which provides the following knowledge, abilities, and skills:

- Good knowledge of City of Watertown street and public parking lots
- Good knowledge of City of Watertown parking and garbage ordinances
- Knowledge of computer software and computer keyboard
- Ability to work independently
- Working knowledge of business English, spelling and correspondence formats.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with supervisors, associates, and the general public, and diffuse difficult situations.
- General knowledge of vehicle registration forms and other related State forms.
- Ability to operate general office equipment.
- Ability to work in varying weather conditions.

Employee Acknowledgement: _____
Print

Date: _____

Signature

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1			DEMOGRAPHIC INFORMATION	
Employee Name	Amber Haumschild	Employer Name	City of Watertown Police Department	
Job Title	Community Services Officer	Work Location	Watertown, WI.	
Department	Police	Division	Police	
Full-Time / Part-Time	Full-Time	Part-Time (Hrs per Wk)	40	
Supervisor Name	Ben Olsen	Supervisor Title	Assistant Chief	

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. *(Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.)* To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Primary Duties		Frequency	% of Annual Total Time
Compiles, processes, and accurately maintains complex files of a variety of information including, but not limited to police reports, juvenile records, traffic citations, municipal citations, correction notices, parking citations, crash reports, municipal citation books and their citation numbers.		D	15
Professionally answers telephone calls, emails, faxes, and walk-ins requesting records information, other general police department information, or refers them to the appropriate person or department.		D	15
Effectively operates office equipment such as a computer, cash register, multiple copiers, and fax machines. Good working knowledge of complex software such as CIS and TraCS.		D	5
Receives and documents monetary payment for open records, parking citations, bonds, warrants and other activities in addition to balancing the register and providing proper documentation to the Administrative Assistant.		D	5
Assists with the duties of the Police Records Specialist during his/her absence.		Q	2.5
Helps with interviewing, hiring, training and supervising crossing guards.		M	5
Aids with non-emergent complaints, such as parking/abandoned vehicle enforcement, garbage/recycling complaints, found property, fingerprinting, correction notices, bicycle licensing, etc. that do not require a sworn officer.		D	25
Assists with traffic direction/control at special events and major crime scenes.		Q	2.5
Assists with the maintenance of the department's court calendar, which includes creating events (court dates) on the calendar with pertinent information included, inviting officers to the appropriate events, and updating them on cancellations or rescheduling.		D	5
Assists the public at the service window and helps with non-emergent matters or directs them to the correct location within the building.		D	10
Assists the TraCS administrator by reviewing all citations for correct information, then accepting, transmitting, and archiving. Also provides information for Tax Refund Intercept Program and WI DOT Suspension Program.		D	5

Assists with the open record process from citizens, other City departments, Watertown Municipal Court/City Attorney's Office, insurance companies and private attorneys. Compiles the requested records based on department policy and state law.	W	5
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SECTION 3

TOOLS AND TECHNOLOGY

Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:

Desktop, printers, copiers, fax machines, phones, register, radio, etc. Word, Excel, CIS, ExacqVision, NexLog MediaWOrks, TraCS, eTIME, CCAP, Tax Refund Intercept Program, WI DOT Suspension Program, etc.

SECTION 4

JUDGMENTS / DECISION-MAKING

Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Enforcement decisions.	Not only does Amber make decisions to issue citations for minor offenses, such as parking or garbage/recycling violations, but thinks outside the box for coming up with a solution for downtown businesses, such as stopping and informing businesses about other available parking or reaching out to the Street Department or Public Safety Committee to clarify or make changes to parking ordinances.	Community and other City departments.	Assistant Chief
Crossing guards.	Amber oversees approximately 12 Crossing Guards during the school year which requires reviewing applications, interviewing, hiring, orientation, training, etc. A great deal of time is spent ensuring that all locations are covered throughout the year with.	Auxiliary officers as a backup at locations in addition to Dispatch to handle call-ins afterhours and to relay the information.	Assistant Chief

Citizen complaints.	Amber deals with upset citizens that received a citation or are making a late payment. She is granted authority to make changes to the fine amount. She is also required to thoroughly document her actions to defend them in court.	City Attorney.	Assistant Chief
Daily interaction with internal and external customers.	Interact in a professional manner, especially while dealing with unhappy or emotionally distraught citizens. Knowledge of the building and working knowledge of the police department from training and experience to assist citizens in an efficient manner.	Training and experience.	Assistant Chief
Open records.	Although not to the same extent as the Police Records Specialist, assists with receiving and releasing open records in accordance with department policy.	Department policy and procedures.	Assistant Chief

SECTION 5

WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Please identify your typical work relationships with other persons inside or outside of your own organization.

Title of Individuals With Whom You Typically Interact	Describe the Interaction	Why Was It Necessary?
Police	Communicate daily	It is important to read blotter, emails and interact with officers to be able to efficiently carry out duties, answer questions, etc.
Citizens	Communicate daily	Address citizen questions, comments, and concerns in person, by phone, email, fax, etc. to carry out duties and responsibilities of the position.
Police Dispatch.	Communicate daily	Regularly take information for complaints at the window or in the field and provide it to dispatch for the call generated.
Other departments.	Weekly	Field complaints from other departments such as garbage and recycling from the Street Department or Building Inspection.

Please indicate the amount of time typically spent in the following categories.

Physical Requirements	[Place an "X" in the appropriate cells]			
	N/A	Rarely	Occasionally	Frequently
Reading, typing, data entry, etc.				X
Exertion of up to 20 pounds.		X		
Sitting.				X
Standing, walking, stooping, kneeling, crouching, and lifting.			X	
Work Environment	N/A	Rarely	Occasionally	Frequently
Subject to extreme temperature changes (walking into/out of buildings into extreme hot/cold/rain/snow).			X	

SECTION 8

ADDITIONAL EMPLOYEE COMMENTS

Please identify any other information that would help someone else understand your job more clearly:

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9			SUPERVISOR INFORMATION	
Supervisor Name	Ben Olsen	Supervisor Title	Assistant Chief	

SECTION 10		EDUCATION REQUIRED FOR HIRE
	Level of Education (Select one with an "X")	Field(s) of Study
	Less than High School Education	
X	High School Education (or Equivalent)	
X	One Year Certificate (or Equivalent)	
X	Associate's Degree (or Equivalent)	
	Bachelor's Degree	
	Master's Degree	
	Professional Degree (Law, Medicine, etc.)	
	PhD w/ Dissertation	
	Other:	
Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):		
Associates degree preferred, with coursework in Criminal Justice.		

SECTION 11					TOTAL EXPERIENCE REQUIRED UPON HIRE
[Place an "X" in the appropriate cells]					
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.
		X			10 to 11 yrs.
					≥ 12 yrs.
Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):					
Associates degree with coursework in Criminal Justice or a combination of 2-3 years of experience in clerical/customer service.					

TO BE COMPLETED BY ADMINISTRATIVE DESIGNEE

SECTION 14		SUPERVISOR INFORMATION
Administrative Designee Name	Administrative Designee Title	

SECTION 15		ADMINISTRATIVE COMMENTS / CORRECTIONS / ADDITIONS
In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.		
JDQ Section	Comment / Clarification / Addition	