

POLICE**JOB DESCRIPTION/JOB TASK ANALYSIS****Job Title: COMMUNITY SERVICE AIDE****Reports to: POLICE SERGEANT****Type of Position: FULL TIME Hours per Week: 40 NON-EXEMPT****General Description:**

The Community Service Aide supplements the sworn officer ranks by assuming portions of the non-enforcement calls for service and administrative tasks so as to maximize the services of the remaining complement of the Department. This is accomplished as follows:

- Utilizing Aides in situations involving non-enforcement calls for service and station details instead of sworn officers.
- Promoting police/public relations through exposure of C.S.A's through community projects, court time, and special events.

Work Experience/ Requirements:

- High School Diploma or General Education Diploma (GED)

Job Task, Policy and Proficiency

| ID | Statement | Performance Standard |
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| TASK | | |
| ALL1000 | Complete assignments as directed | The member will successfully complete all assignments to specifications as directed and within the specified time frame and budget in accordance with agency policies. |
| ALL1001 | Maintain work areas | The member ensures that their work area and vehicle are clean organized, safe and presentable in accordance with agency policies and procedures. |
| ALL1002a | Participate in meetings/training and community relations activities if applicable | As applicable, the member actively participates in meetings/training as directed or as required and in accordance with established agency policies/procedures, and disseminates information received to agency members as appropriate. The member may also actively participate in community relations activities in order to promote and enhance |

the vision, goals, and objectives of the department in conjunction with the needs of the community.

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| ALL1003a | Complete, update, submit required reports/documents/forms | The member will thoroughly and accurately complete, update, and submit or forward all required reports, documents and forms to the appropriate authority/personnel in a timely manner pursuant to applicable state regulations and in accordance with agency policies and procedures. |
| ALL1005 | Complete time sheets | The member ensures that their time sheets are accurate, up to date, complete, and submitted to the appropriate personnel/department in a timely manner pursuant to agency policy. |
| ALL1006 | Attend roll call briefings | The member is on time for and attends roll call briefings, recording all pertinent information and directives, and providing superiors and colleagues with job/shift related information. |
| CSO1600 | Provide general assistance/information to public | The member provides effective and efficient assistance and information to the public in accordance with agency policies. |
| CSO1601 | Disseminate crime prevention/community policing and public safety literature and information | The member distributes crime prevention/community policing and public safety information and literature to the public, answering questions and directing inquiries to the appropriate agency personnel in accordance with agency policies. |
| CSO1602 | Conduct minor property investigation follow up | The member conducts effective follow up activities related to minor property investigations consistent with agency policies. These follow up activities include interviews with involved persons, generating follow up reports, and relaying pertinent information to the investigative bureau. |
| CSO1603 | Complete daily activity report | The member completes daily activity reports in an accurate, clear, and concise manner, documenting all calls responded to, the nature of the call, persons involved, and the disposition of the call. |
| CSO1606 | Respond to traffic accidents | The member responds to traffic accidents, assesses the situation and requests emergency assistance if necessary, takes the required information of the parties involved, and completes accurate reports. |
| CSO1607 | Remove hazards from roadway | The member positions vehicle in a safe manner/location and removes hazards/objects from the roadway. |
| CSO1608 | Patrol assigned zone | The member patrols the assigned zone, reporting any suspicious activities/vehicles/persons to dispatch and requesting assistance when necessary. |
| CSO1609 | Conduct after hours business checks | The member checks the security of businesses after hours, logging all checks with time and location, and reporting any suspicious findings to dispatch. |

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| CSO1610 | Respond to no suspect/not in progress calls | The member responds in a timely manner to no suspect/not in progress calls, assisting the caller/requestee in resolving the problems/issues at hand and requesting additional assistance from the appropriate personnel if required. |
| CSO1611 | Interact with community service providers | The member will effectively liaison with community service providers in an effort to improve the quality of life within their assigned community. |
| GS1137c | Update records/reports/documentation/annuals/files | The member will ensure that all documents/records/reports/manuals/files are generated and/or accurately updated as required, properly filed, secured if applicable, and disseminated in a timely manner to the appropriate personnel consistent with agency policy. |
| GS1163 | Provide assistance to the public/agency members/other agency personnel | The member provides accurate information/directions/assistance to the public, agency members, and/or other agency personnel in a professional and courteous manner consistent with agency policies. |
| LE5000 | Monitor / respond to dispatch and calls for service. | The member diligently monitors dispatch and responds to all dispatch directed services calls in a timely manner consistent with call classification and in accordance with agency policies. |
| LE5008 | Monitor and report road / traffic conditions and hazards | The officer will monitor road / traffic conditions, reporting any problems or potential problems as well as any road hazards to dispatch and supervisor if necessary in accordance with agency policies. |
| LE5009e | Direct traffic flow. | The officer will safely direct traffic in and around congested, secure, accident, or hazardous areas in accordance with agency policies. |
| LE5034 | Administer first aid/CPR | The officer assesses injuries and administers appropriate first aid to injured person, requesting additional medical assistance if necessary in accordance with agency policies and state regulations such as FMJS if applicable. If the individual is in cardiac arrest, certified personnel will correctly administer CPR until medical personnel arrive on scene and take command of the situation. |
| LE5047 | Investigate non-police action calls (such as assistance, animal calls, rescue calls). | The officer provides quick, effective, courteous, and appropriate assistance on all non-police action calls (rescue, nuisance, animal calls, assistance, etc.). The member notifies medical or other assistance/agencies as required in accordance with agency policy. |
| LE5080a | Prepare reports and/or affidavits/legal documents | The member collects complete and accurate information and prepares clear, concise reports, supplemental reports and/or court petitions/affidavits (if applicable) in accordance |

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| LE5089a | Compile/assist in compiling and disseminating community flyers and crime prevention information | The member compiles or assists in the compiling, writing, editing of the community flyers and crime prevention information, and disseminates as appropriate, consistent with agency policies and procedures. |
| LE5091a | Analyze and respond to citizen complaints | The officer will review, accurately analyze, and respond to written and verbal citizen complaints in order to improve community policing effectiveness consistent with agency policies. |
| LE5091c | Liaison with community leaders | The officer will liaison with community leaders on a regular basis to identify community policing needs, and to develop, coordinate, implement, and support effective crime prevention activities, programs, intervention strategies and problem solving activities as applicable. |
| LE5091d | Develop rapport with community inhabitants | The officer will make daily contact with community inhabitants in order to encourage citizen participation in eradicating crime from the community consistent with agency policies. |
| LE5101 | Investigate abandoned vehicles | The member investigates abandoned vehicles to establish the status of the vehicle and identity of the owner. |
| PE4000 | Patrol controlled parking areas | The employee patrols off-street and on-street controlled parking areas, effectively enforcing municipal parking ordinances. |
| PE4001 | Enforce parking ordinances | The employee issues citations to vehicles in violation of municipal parking ordinances, ensuring that all information on the citation is accurate and complete. |
| PE4002 | Maintain parking citation log | The employee maintains and updates the daily parking citation log, ensuring that all information is accurate, complete, and current. |
| PE4006 | Arrange for towing of illegally parked/abandoned vehicles | The employee contacts dispatch to have a tow company respond and store/impound vehicles. The towing/storage/impound action is accurately documented on the appropriate form(s). |
| PE4007 | Service parking meters | The employee checks parking meters on a specified or as needed basis, ensuring that the meters are operating correctly and are restocked as needed. |
| PE4008b | Respond to parking related complaints/issues | The employee communicates with business representatives and/or the public regarding parking problems, issues, and violations. The employee directs unresolved issues/complaints to the appropriate department/personnel for resolution. |
| POLICY | | |
| PL2001 | Message return/follow-up | As applicable, the member will check their assigned |

mailbox, telephone/electronic messages and any designated bulletin boards according to the established schedule or designated frequency for each. The member will return any telephone messages in a prompt and professional manner and will respond accurately and appropriately to any information contained on the bulletin board or received via mail or newsletter.

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| PL2002 | Contact with public | The member demonstrates a polite, helpful, courteous, proud, productive, and professional image when engaged in their assigned duties with the public consistent with agency policy. |
| PL2003 | Operation and care of equipment | The member properly operates and cares for equipment to manufacturers specifications and / or within the specified parameters. If applicable, the member checks to ensure all assigned equipment is present and operational, and documents/reports any required repairs in a timely manner and in accordance with agency policies. |
| PL2006 | Human diversity awareness | The member demonstrates an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public, students and colleagues. |
| PL2008 | Accepts supervision and direction | The member adheres to the chain of command, and accepts constructive criticism to improve job performance. The member responds to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with agency policies. |
| PL2014 | Abide by Code of Ethics | The member will conduct him/herself in an ethical and professional manner. |
| PL2015 | Leave and Attendance | The member will follow all leave and attendance related policies/procedures, including, but not limited to submission of vacation and personnel requests and if applicable, the notification of supervisor regarding absence from work due to illness or untimely incidents, notification of supervisor concerning overtime hours worked, and notification of supervisor regarding after hours worked. |
| PL2016 | Grooming and dress | The member is appropriately groomed and attired so as to present a professional image in accordance with the agency policies and procedures. |

PROFICIENCY

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| PR107 | Knowledge of General Town Policy and Procedures Manual and the Police Department's Administrative Directives | The member has the ability to read, interpret, and follow procedural and policy manuals related to the job performed by the incumbent and demonstrate this knowledge via oral or written testing if required and in daily operations. |
| PR117 | Knowledge of dispatch codes | The member demonstrates the ability to interpret, understand, and respond to all dispatch codes. |

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| PR2 | Knowledge of geographical jurisdiction | The member is able to correctly locate or provide accurate directions in a timely manner to any location within the agency jurisdiction, or, as applicable, within their respective school zone or district. |
| PR23 | Inter-personal skills | The member demonstrates congenial, respectful, and productive behaviors and attitudes towards others in working relationships and situations. |
| PR3 | Radio communications | The member utilizes the 2-way radio for official communications only, communicating in a clear, concise, and intelligent manner under all conditions and at all times. |
| PR31 | Problem solving | The member has the ability to look beyond surface issues to identify and analyze problems and develop effective responses and solutions to resolve such problems. |
| PR34 | Knowledge of supporting agencies in the community | The member is able to refer persons to the appropriate agency, department, support group or other resource based on the requesting person's situation/needs. |
| PR42 | Team building skills | The member demonstrates a conscientious effort in achieving and contributing to organizational goals as compared with individual goals. |
| PR4a | Verbal communications | The member conveys verbal information / instructions / directives / commands in a clear, concise, and intelligent manner. |
| PR4c | Written communications | Written communications are accurate, concise, legible, and timely. |
| PR4d | General comprehension skills | The member has the ability to understand directions and instructions, formulate and translate plans into actions, and process verbal information, physical cues, and body language in order to effectively listen to individuals. |
| PR58 | Interviewing skills | The member is able to obtain the desired pertinent information from individuals through verbal questioning and discussion without violating the individual's rights and maintaining compliance with the law and agency policies. |
| PR6a | Driving | The member maintains control of the vehicle in all situations under varying weather conditions, adhering to all traffic laws as per cal/incident classification. |

Approved by: Chief David Allen
Date Posted: July 10, 2014
Revised: May 16, 2016 