



Village of River Forest Position Description

Position Title: Community Service Officer
Department: Police
FLSA Status: Non-Exempt
Employment Status: Full Time
Issue Date: October 11, 2018

Job Summary:

This position's primary responsibility is to enforce Village ordinance. A CSO is a para-professional who engages in law enforcement and other public service work while ensuring compliance with the Village's regulations and routine ordinances. This work is designed to relieve Patrol Officers of some of their routine enforcement responsibilities.

A CSO performs police-related duties that do not require the services of a sworn-officer. This work entails both considerable contact with the public, and the performance of a considerable number of administrative tasks within the Department as well as the Village.

Although a CSO performs work under general supervision, he/she usually works independently. Performance is reviewed primarily through written reports, some direct supervisory observation, and an assessment of the results obtained from work.

Essential Functions and Duties:

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Helps officers with crowd control, and to handle such relatively minor incidents as reports of stolen bikes, which do not require a sworn officer;
- Checks parked vehicles for compliance with local ordinances, and to issue parking tickets for noncompliance;
- Collects the money deposited in the commuter parking lots;
- Transports village funds to the bank;
- Assists police officers by noting and relaying information regarding any unusual activity;
- Helps with traffic control, including occasionally directing traffic;
- Keeps a log of daily activities, including records of citations issued;
- Performs business license checks for landscaping companies working within the village;
- Transports evidence to and from the crime lab

- Assists the traffic analyst/evidence custodian and performs the duties of that position in his/her absence which includes logging new evidence into the BEAST system as needed, assisting officers by retrieving evidence for court, keeping the evidence current by running evidence reports for each officer on a yearly basis and disposing of items as instructed by the case officer, determine what items in evidence are eligible for auction, prepare the appropriate paperwork and physically get them ready for pickup;
- Responds to complaints about animals; investigates reports of strays, relocates displaced wildlife, removes dead animals from Village streets
- Enforces local animal ordinances, issues citations, prepares written reports, testifies at local adjudication proceedings;
- Applies safety guidelines and procedures in the performance of daily tasks and activities;
- Makes and responds to routine service calls that do not require the presence of a sworn officer;
- Delivers and picks up court sheets, warrants and other police documents/records;
- Runs errands for Village administrative staff and delivers meeting agenda packets to Village Board members;
- Performs crossing guard functions when a crossing guard is absent, assists in the training process of new guards and the re-training of current guards; monitors guards daily to make sure they are at their posts;
- Fingerprints residents and crossing guard candidates;
- Performs duties of the court officer;
- Performs other duties as required;
- Demonstrates reliable and predictable attendance.

Required Knowledge, Skills and Abilities:

Successful candidates for this position must possess:

- The general geography and street locations and street numbering of the Village, including the business/shopping centers and other points of interest;
- The parking and animal control ordinances of the Village, and how to apply them to given situations;
- The building and zoning codes of the Village;
- Possess writing and communication skills;
- Fully ambulatory, and capable of standing and walking much of the day (five hours or more);
- Cope with situations using the appropriate measure of firmness, patience, courtesy and tact;
- Possess basic computer skills needed to perform essential tasks;
- Regular and predictable attendance.
- Ability to work overtime when required.

Work Environment & Physical Demands:

An CSO typically performs his duties outdoors, year round. The work may require considerable exertion; such as when trying to secure a stray animal. It may expose the officer to traffic hazards, diseased animals, and other risks common to those who wear a police type uniform in view of the public.

Minimum Education, Experience & Training:

Successful applicants for positions in this class must possess:

Candidates for this position must possess the equivalent of a High School diploma. 30 hours of coursework at an accredited College or University in police science, fire science or a public safety related field is preferred.

Prior law enforcement, fire service and/or animal control experience preferred.

Special Requirements, Licenses or Certifications:

Candidates for position must possess a current and valid Illinois motor vehicle operator's license as well as a current and valid Firearm Owners Identification Card.

Supervision Received:

Supervised by the Support Services Sergeant

Supervision Exercised:

None.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive list of duties, responsibilities or requirements. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.