

**Wisconsin Dells Police Department
Community Service Officer (CSO)**

Classification: Non-Exempt
Status: Part-Time / Limited Term
Supervisor: Chief of Police, Lieutenant of Police and Sergeants
Union: N/A

Hours: Various day shifts with consecutive days off including but not limited to:
10:00am – 6:00pm

Position Summary:

Community Service Officers (CSO) are non-sworn employees of the Wisconsin Dells Police Department. CSOs perform a variety of field-work in support of basic police operations. The primary focus of a CSO is parking enforcement and maintenance of parking equipment.

General Statement of Duties and Responsibilities:

1. Routine work related to the enforcement of parking regulations and maintenance of parking equipment. Duties included:
 - A. Provides customer service and troubleshooting for parking assistance and complaints
 - B. Issue parking tickets for overtime parked vehicles
 - C. Issue parking tickets for illegally parked vehicles
 - D. Monitors streets and parking lots for parking related challenges
 - E. Perform maintenance on parking meters and pay stations
 - F. Empties parking meters and pay stations and makes deposits
 - G. Keeps detailed records
 - H. Utilizes parking software and technology
2. Other duties, including but not limited to the following:
 - A. Taking animal complaints
 - B. Enforcing bicycle and pedestrian laws
 - C. Investigating property nuisance violations
 - D. Assisting with traffic direction

Knowledge, Skills, and Abilities Required

1. Ability to maintain an effective working relationship with all police staff, Parking Board and all city employees.
2. Thorough knowledge of department rules, regulations, directives, policy and procedures.
3. Ability to make sound decisions and to communicate effectively both verbally and by using written communication.
4. Ability to handle conflict and remain calm and professional
5. Ability to work with all races and demographics
6. Ability to develop and maintain satisfactory performance levels in relevant skills.

Physical Demands

1. Physically be able to perform the essential job functions required of a Community Service Officer including but not limited to:
 - A. The use of equipment commonly used by non-sworn law enforcement personnel.
 - B. The ability to use, use of force methods commonly called "Defense and Arrest Tactics" that are approved and trained for the CSO.
 - C. Ability to physically assist and direct people in various situations.
 - D. Ability to hear and understand normal conversational speech.
 - E. The employee must occasionally lift and/or move up to 75 pounds.

General Competencies

1. ANALYTICAL SKILLS: Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. COMMUNICATION SKILLS: Communicate ideas and information effectively in both written and oral form.
3. PROBLEM-SOLVING SKILLS: Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
4. READING ABILITY: Effectively read and understand information contained in memoranda, reports, ordinances, statutes, technical manuals, bulletins, etc
5. ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS: Effectively follow verbal and written instructions from a supervisor.
6. TIME MANAGEMENT SKILLS: Set priorities in order to meet assignment deadlines.

Specific Proficiency Requirements

1. MENTAL REQUIREMENTS/PROBLEM SOLVING ABILITIES. Standard practices usually apply, but a large amount of tasks are non-routine and of greater complexity. Skills of logic and understanding are used to make unstructured decisions. Situations may also call for conflict resolution or decision making.
2. WORKING CONDITIONS: Involves continuous physical risks and/or some unpleasant working conditions. Community service officers will be required to work in all weather conditions.
3. CONTACTS/PUBLIC INTERACTION: Requires continuous business contact (telephone, personal, or written) within and outside the organization. Involves information exchange calling for courtesy and tact to get cooperation or create a favorable impression.
4. METING DEPARTMENT GOALS AND OBJECTIVES: Timely completion of individual and departmental goals is emphasized. Likely effects several departments / bureaus / units due to the importance of the tasks duties.

Qualifications

1. High school graduate or equivalent
2. One year of experience in dealing with the general public
3. Possess a valid driver's license
4. Familiarity with the city ordinances

***Note:**

This document is intended to describe the general content of the requirements for the performance of this job. This document is not intended to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Unless otherwise stated, all duties, responsibilities, requirements, and qualifications stated are essential functions of this position. This position shall be reviewed and evaluated on a regular basis, by the Chief of Police.