### Village of Steger

#### Community Service Officer

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Community Service Officer</th>
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<tbody>
<tr>
<td><strong>Department</strong></td>
<td>Police Department</td>
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<tr>
<td><strong>Location:</strong></td>
<td>35 W 34th St</td>
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<tr>
<td><strong>Level/Salary Range:</strong></td>
<td>$13.00 to 15.00/hr</td>
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<tr>
<td><strong>Will Train Applicant(s):</strong></td>
<td>Yes</td>
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| **Job Category:** |  |
| **Personal Vehicle Required:** | No |
| **Position Type:** | Part time up to 30 hours per week |
| **Posting Expires:** | When Filled |

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**MAIL:**

All applications may be picked up and dropped off at:

Steger Village Hall/Temporary Location  
3320 Lewis St  
Steger, IL  60475

**Attention Human Resources**

You may also get the application on line and return it via email to:

humanresources@villageofsteger.org
POSITION DESCRIPTION

Class Title: Community Service Officer
Department: Police
Date: January 20th, 2016

GENERAL PURPOSE
This is a multi-faceted position, which provides support for all areas of the police department. This position involves a large amount of public contact, which requires good communication skills. There is a degree of hazard involved in the apprehension and handling of animals and contact with potentially violent people.

SUPERVISION RECEIVED
Works under the direct supervision of the Deputy Chief. In the absence of the Deputy Chief, Sergeants or Officers in Charge are responsible for Community Service Officers.

SUPERVISION EXERCISED
None.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Patrol village streets and businesses via automobile, or on foot.
Schedules routine maintenance and repair of police vehicles and equipment, transports police vehicles to/from scheduled service appointments.
Transports court documents to/from appropriate County jurisdiction and/or other police agencies.
Conducts mail runs for police department and/or village hall as needed.
Demonstrate the ability to exercise sound, independent judgment as well as be able to complete special duty assignments with little supervision.
Assist officers by taking non-assigned department vehicles to the car wash for cleaning.
Assist the general public with requests for service, which do not require a sworn officer.
Type, file or obtain police report and records as needed.
Prepare accident reports or other reports of a minor nature that do not require a police officer.
Collect information and either act upon it if within the scope of authority or route it to the proper authority or agency.
Appear and testify in court, at deposition sessions and at similar proceedings.
Control, regulate and direct traffic, vehicular and pedestrian.
Assist disabled motorists.
Investigate reports of lost and found properties.
Investigate animal complaints including apprehension and transport of stray or vicious animals.
Generally assist persons in distress.
ORGANIZATIONAL SUPPORT:

May perform desk duties including telecommunications (telephone, computer terminal, and radio) assisting persons at the counter, processing and filing reports.

Attend training as assigned.

Develop and maintain required skills. Acquires licenses, permits, and certifications associated with areas of special instruction and expertise. Example: Matron; LEADS Certification, Animal Control; C.P.R.; and Evidence Control.

Train new community service officers, and other officers/employees in areas of special skills or expertise.

Prepare clear, accurate and complete reports, logs and documents on any and all activities engaged in.

EVIDENCE AND PROPERTY CONTROL

Assist in recovery, proper marking, and inventory of property for storage to ensure safekeeping of the property until claimed by owner or auctioned.

Assist Patrol or Investigative Sections in recovery of stolen property which includes storage, identification, and inventory for return to owner or holding for court proceedings.

Maintain an inventory of recovered or stolen bicycles to determine ownership and return of property or sale at auction.

Disseminate evidence and property to officers and civilians.

Maintain files of all evidence in the computer system.

Maintain cleanliness and order of the evidence room.

Audit all evidence and property on an annual basis.

Maintain a Lost/Found data base for all reported items lost or found.

Notify any and all persons owning or having legal right to possession of property in the custody of the Steger Police Department.

Return, or cause to return, property to owners or other having legal right to possession.

Dispose of unclaimed and contraband property in the manner established by the Steger Police Department policy and procedures and all applicable local, state, and federal laws.

Destroy, or cause to be destroyed, all evidence, property, and contraband materials upon direction of the Chief of Police, his designee, or by court order.

Process and route evidence to the appropriate crime laboratory for analysis, and retrieves said evidence upon completion of analysis.

Route photographic films submitted as evidence for processing, and retrieve those photos and negatives when completed.
Responsible for immediate management of requests for copies of evidentiary materials for the State's Attorney's Office, or other court order-appointed individuals' requests, (i.e., photographs and videotapes, etc.)

Testify in court as to policies, procedures and methods used in handling, storage, and security of property, evidence, and photographic materials coming within or under his control.

Prepare supplemental reports on all actions that involve evidence or property actions, (i.e., laboratory submission and retrieval, destruction, or auction, etc.)

Respond to citizen inquiries and complaints pertaining to evidence, property, or court orders.

Gather and complete necessary steps to release custody of appropriated property to the Village of Steger for auction, as deemed in the Steger Police Department policy and procedures.

Order and maintain all supplies needed for the collection, preservation, and storage of evidence and property.

Responsible for obtaining dispositions of property previously stored in the evidence/property room to determine release of property to owner, destruction, or auction, as determined by the guidelines set forth in the Steger Police Department policy and procedures.

Assist the Deputy Chief in administrative tasks as needed.

Perform all other related duties as assigned by the Chief of Police or designee.

**PERIPHERAL DUTIES**

Performs duties as assigned by the Chief of Police.

**REQUIRED KNOWLEDGE AND SKILLS**

Analytically and objectively analyze situations and quickly determine an effective response and take prompt action.

Understand, interpret and apply applicable State statutes, local ordinances, court decisions, and Police Department and Village rules and policies.

Understand and responds quickly and accurately to written and oral directions, instruction, inquiries and requests.

Work independently and effectively within the confines of standard operating procedures.

Initiate appropriate interpersonal and intra/inter-agency communications.

Act quickly, calmly and decisively in emergencies and under stress.

Handle situations firmly, courteously, tactfully and impartially.

Express oneself clearly and concisely, orally and in writing.

Record information clearly and completely.

Facilitate effective conflict arbitration/resolution.

Maintain confidentiality in the performance of duties.
Complete routine reports of a non-critical nature that includes, but is not limited to vandalism, animal reports, lost and found reports, and others as needed.

Provide traffic and crowd control assistance at accident scenes, social functions, and crime scenes as directed by a supervisor.

Provide assistance to the patrol function by the tagging and towing of vehicles abandoned on Village streets or apartment/condominium/business parking lots.

Initiate and complete all paperwork and reports required in tagging/towing of vehicles.

Provide relief of school crossing guards on an emergency basis.

Perform patrol function to observe ordinance violations under a Community Service Officer authority to enforce in order to issue warning and/or citations for violations.

Assist patrol function with Village license enforcement action, i.e., roadblocks, apartment/condominium parking lots, etc.

Prepare conference room and training rooms for classes and conferences as required by the Chief of Police.

Operate all video and photographic equipment as required.

Assist officers in the booking process of prisoners and act as matrons when applicable, perform fingerprinting and photographing as needed.

Complete tasks assigned by supervisory officers to allow orderly administration of the police department.

Complete duties of delivery and service as needed and requested by the Village Administrator's office, which includes but not limited to money deposits, deliveries of informational material to the Village Trustees, material to Village Attorneys' offices and other tasks.

Conduct department tours of the police facility as a public service.

Provide relief to Records Clerks as directed to ensure continued operation of the records function.

In addition to general responsibilities, Community Service Officers specialize in two areas:

**VEHICLE MAINTENANCE**

Arrange for the auction of vehicles that come into the custody of the department due to an abandoned vehicle tow.

Arrange for Junking Certificates to be issued to towing companies involved in towing abandoned vehicles.

Arrange for needed outside repairs and painting to be completed on department vehicles.

Arrange for radio equipment maintenance on department vehicles.

Assist with the annual changeover of new vehicles.

Conduct a monthly inspection of each patrol vehicle. Inspection of the vehicle and all required equipment will be recorded.
ANIMAL CONTROL

Complete assignments of an animal complaint which includes, but is not limited to stray animals, animal abuse, setting humane traps, and other complaints.

Apprehend sick or injured wild animals and transports the animal to wildlife preserves to provide safety of the animals.

Apprehend stray and/or biting animals in order to transport as needed to a kennel for observation or holding pending owner identification.

Maintain an active list of lost and found animals reported to the police in order to assist in identification of ownership and return of the animal to the owner.

Maintain control of all department video equipment and conducts monthly inventory of all tapes and equipment located in training room.

ASSIST WITH BUILDING MAINTENANCE

Assure that janitorial crew is performing at an acceptable level.

Assure that reports are stocked and ordered on a timely basis.

Assure that the interior grounds of the building are clean and kept clear of trip and fall accidents.

Assure that unsafe conditions are reported to the responsible department.

Knowledge of the safety rules and regulations that are applicable within the department related to operation of equipment, including firearms, motor vehicles, batons, etc. Responsible for complying with all Village safety rules and regulations, both written and verbal supervisory instructions.

DESIRED MINIMUM QUALIFICATIONS

Graduation from high school or vocational school.

Requires possession of a valid Driver’s License.

Workable knowledge of municipal police operations; police officer, community service officer, EMA, and a Two (2) year College Degree in a related field is preferred, but not required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The position involves exposure to and requires the employee to function in the presence of:

- all and extreme weather conditions.
- all and extreme lighting conditions, daylight and darkness with and without artificial light available, indoors and outdoors.
- fire, smoke, chemical leaks/spills - in close proximity as necessary to provide emergency service.

personal danger, including but not limited to:
- Persons and/or articles with contagious/communicable diseases.
- Hazards associated with traffic control and working in and around traffic.
- Hazards associated with natural and man-made disasters.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.