TOWN OF WATERFORD

COMMUNITY SERVICE OFFICER

The following position is presently open at the Town of Waterford:

Community Service Officer – Police Department
Part-time Positions (under 19 hours)
Hours: Nights, Weekends & Holidays
$13.52 per hour

VACANCY EFFECTIVE: SEPTEMBER 2015

APPLICATIONS MUST BE IN THE HUMAN RESOURCES OFFICE BY 4:00 P.M. FRIDAY, OCTOBER 9, 2015.

Lieutenant/Sergeant Shift Supervisor	**PT-11**
SUPERVISOR	**CLASSIFICATION**
Lieutenant/Chief	**Police Department**
REVIEW AUTHORITY	**DEPARTMENT**

A. **PURPOSE OF POSITION:**
To develop an understanding of public relations and serving the public as it pertains to the Waterford Police Department. To perform a variety of assigned duties while following standard operating procedures for work performed.

B. **SUPERVISION RECEIVED:**
Officer, Shift Supervisor, Shift Lieutenant or designee.

C. **SUPERVISION EXERCISED:**
None.

D. **EXAMPLES OF DUTIES:**
1. Greet the public, type and answer telephone and in-person inquiries and channel them to the proper personnel. Obtain information to pass on to police personnel.
2. Represent a positive first point of contact for the police department.
3. Attend State courses and obtain Collect System Certification.
4. Develop an understanding of law enforcement acronyms, statement taking and building security in order to assist officers when necessary.
5. Develop an ability to take professional quality fingerprints under the direction of an officer, either electronically or with ink.

6. Develop an understanding of the equipment utilized to take mug shots and prepare related documentation.
7. Develop knowledge of property envelopes' procedure and State and Federal Judicial Forms to assist officers in processing evidence.
8. Develop knowledge of Bond Forms and UAR's (Uniform Arrest Reports) to assist officers during an arrest process.
9. Assist officers with prisoner watch, prisoner search and handcuff procedures. Learn how to recognize and report potentially dangerous situations.
10. Develop a working knowledge of the Police Department's in-house computer system in order to accurately retrieve information for officers.
11. Develop an understanding of radio codes and procedures, the pistol permit application process, the department's receipt policy procedures and securing funds during off hours.
12. Develop an understanding of the department's records process and how to file and retrieve documentation.

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

E. **MINIMUM QUALIFICATIONS** (Knowledge, Skill & Ability):
The skills and knowledge required would generally be acquired with a high school education. Must have strong customer service skills. Requires the ability to enforce instructions with firmness and effectiveness. Must be well organized and able to effectively prioritize. Must be accurate and attentive to detail. Will be required to apply reasoning ability to carry out detailed written and oral instructions. Must possess a willingness to work with others and take direction from superiors. Considerable ability to establish and maintain effective and courteous working relationships with Town Officials, public officials, residents, general public, other departments and agencies, and maintain a calm manner in stressful and emergency situations. Considerable skill in the operation of a personal computer, including related software applications such as Word, Excel, Outlook and the Internet.

F. **EDUCATION & TRAINING:**
High School Diploma or G.E.D.

G. **PHYSICAL DEMANDS/WORK ENVIRONMENT:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up

to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus. The dexterity necessary to utilize a computer keyboard on a regular basis is essential. The employee may be called upon to assist with uncooperative/combative arrestees. Employee must be able to read and interpret departmental documents and write routine reports and business correspondence. This position requires the ability to apply common sense understanding to carry out instructions furnished in written or oral form and the ability to deal with problems including several concrete variables in standardized situations. The employee must be able to work harmoniously, cooperatively, and courteously with others at all times.

Police-Outside Posting-Community Service Officer (Oct 2015)

Joyce Sauchuk 9/28/15

Joyce A. Sauchuk, Director of Human Resources Date

cc: Town Hall Bulletin Board
First Selectman
Town Clerk
Tax Collector
Assessor
Youth Services Bureau
Finance Department
Planning, Building & Health
Senior Services
Utility Commission
Bureau of Fire Services
Library
Public Works Department
Police Department
Recreation & Parks

Glenn Andrews, President, Local 1303-037
Thomas Martin, President, Firefighters Local 4629
James Bartelli, President, General Government Administrators (UPSEU)
Steve Whitehead, President, Police Union (UPSEU/COPS)