City of North Charleston

Vacancy Notice

Position: **Community Service Officer (Desk Duty)**

Department: **Police**

Pay Grade: **105 ($34,380 - $51,570)**

GENERAL STATEMENT OF POSITION

Under occasional supervision, performs various routine and specialized clerical activities to assist Police Department officers. Performs related work as assigned. **Full Job Description Attached.*

MINIMUM TRAINING, EDUCATION and/or EXPERIENCE:

Requires high school diploma or GED equivalent supplemented by one to two years of general clerical experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities.

****Full vaccination is a condition of employment, absent legally required accommodations.***

Posted: 12/07/2021

Deadline: **12/21/2021**

Janie E. King, IPMA-SCP, SHRM-SCP
Director – Human Resources

City of North Charleston South Carolina

An Equal Opportunity Employer

Job Title:	**COMMUNITY SERVICE OFFICER (DESK DUTY)**	**Job Code:**	299
Core Comp Group	**OTHER PUBLIC SAFETY OFFICERS**	**FLSA:**	**NON-EXEMPT**
Pay Grade:	**105**		
Effective Date	**12/10/2019**	**Revision A: Risk**	**12/10/2019 M. COLE**
Revision B:		**Revision C:**	
FOR DEPARTMENTAL/OFFICE USE ONLY			
Dept.	**Police**	**Dept. #**	**510**
Location:	**City Hall Building**	**EM Status:**	
Reports To:	**Assigned Sergeant**		

Summary Objective

Under occasional supervision, performs various routine and specialized clerical activities to assist Police Department officers. Performs related work as assigned.

Essential Functions

The essential functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Monitors police radio communications; receives and transmits radio messages.
- Answers the telephone; take after incident reports of stolen vehicles, bicycles and other property reports of found property, except for firearms and drugs, provides information and assistance to callers; route calls to appropriate personnel and takes messages as necessary.
- Take reports of vehicle break-ins and dust for latent fingerprints, when applicable.
- Receives information for, prepares and processes incident reports.
- Issues parking citations, may patrol shopping centers and other populated areas as a deterrent to crime, and performs Special Patrol Requests.
- Enters information into / retrieves information from NCIC and other computers.
- Locates and duplicates department records and reports for officers, attorneys, court personnel, outside agencies and the general public as requested and as appropriate.
- Assist with disabled and abandoned vehicles, both in and outside the traffic way. Dispatches wreckers to tow disabled vehicles as requested.
- Investigate private property accidents with no dispute regarding the accident, no injuries, no hit and run and no alcohol or drugs. May provide traffic control for accidents when assigned.
- Respond and assist EMS on minor emergency calls. Provide First Aid/CPR to victims of collisions or other scenes that they happen upon until the appropriate medical personnel arrive. CSOs are not to respond to incidents solely for the purpose of administering First Aid/CPR.
- Handles barking dog calls, remove animal carcasses from roadway and handle other animal complaints when Animal Control Officers are not available.
- Types, prepares, processes, copies, scans, files and/or distributes various documents.
- Attends training, workshops, meetings, etc., as required to enhance job knowledge and skills.

- Operates an assortment of office equipment and machines including a copier, computer, printer, calculator, typewriter, telephone, two-way radio, fax machine, etc.
- Uses clerical and computer supplies.
- Refers to policy and procedure manuals, computer manuals, directories, maps, logs, etc.
- Interacts and communicates with various individuals and agencies such as the immediate supervisor, co-workers, other department supervisors and employees, other City personnel, customers, and the general public.
- Employees may be required to work weekends, holidays, and shift work as needed to meet the business needs of the City for Public safety.
- May be designated to report to work during hazardous weather or emergency conditions.
- Performs related work as may be required.

Knowledge, Skills and Abilities

- Knowledgeable in the methods, policies and procedures, codes and ethics of the Department pertaining to specific duties of the Community Service Officer.
- Knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position.
- Ability to comprehend, interpret and apply regulations, procedures and related information. Have excellent clerical, data processing, customer service, and interpersonal skills.
- Ability to communicate effectively with others both in person and over the telephone in a clear and concise manner.
- Knowledge of modern office practices and equipment, including the use of computers in word processing and records management.
- Ability to type and perform computer data entry and type accurately at a rate sufficient for the successful performance of assigned duties.
- Ability to operate and maintain a variety of office equipment as necessary in the performance of daily activities.
- Ability to maintain confidentiality in reporting and record-keeping as required.
- Skilled in applying attention to detail as necessary in preparing records and reports.
- Ability to read and interpret various materials pertaining to the responsibilities of the job.
- Ability to learn and utilize new skills and information to improve job performance and efficiency.
- Knowledge of the occupational hazards and safety precautions of the trade.
- Knowledge of proper English usage, punctuation, spelling and grammar and paying attention to detail in preparing reports and correspondence. Ability to communicate effectively both verbally and in writing.
- Ability to complete assignments and be personally accountable for all equipment, computers, City vehicles and City property.
- Ability to be reliable in terms of attendance and punctuality.
- Ability to take initiative without the need of direct supervision; make sound judgement decisions in routine and non-routine work assignments and analyze problems or procedures and evaluating alternatives by selecting the best course of action.
- Ability to provide excellent customer service to all internal and external customers in the delivery of City services by following through on customer requests in a positive, courteous, timely, respectful and professional manner with the utmost integrity in the best interest of the public.
- Behave consistently regarding the City's expectations for ethical conduct and present self in a professional and positive manner and accept responsibility for actions. Makes decisions in the best interest of the City.
- Manages time and priorities effectively to achieve objectives.
- Ability to demonstrate knowledge of job and work cooperatively and effectively with customers, coworkers, and the public and establish positive working relationships by supporting the organizations decisions, goals and objectives.
- Ability to handle stressful situations and react calmly and quickly in emergency situations.

Minimum Education and Experience Requirements
Requires high school diploma or GED equivalent supplemented by one to two years of general clerical experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

Physical Demands
Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.
Tasks require the ability to exert light physical effort in light work, but which may involve the lifting, carrying, pushing and/or pulling of objects or materials of light weight. Tasks may require extended periods of time at a keyboard or workstation.

Unavoidable Hazards (Work Environment)
Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

Involves routine and frequent exposure to:

- Bright/dim light; dusts and pollen:
- Extreme heat and/or cold; wet or humid conditions
- Extreme noise levels; animals/wildlife; • Vibration: Fumes and or noxious odors;
- Traffic; moving machinery.

Special Certifications and Licenses

- Valid South Carolina Driver's License

Americans with Disabilities Act Compliance
The City of North Charleston is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Standard Clauses

This position may be required to be on call during emergency disasters and subject to 24-hour shifts or other emergency schedule that is necessary to meet the City's needs.

May be required to work nights, weekends and holidays to meet the business needs of the City.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Essential Safety Functions
It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.