



City of North Charleston Vacancy Notice

Position: Community Service Officer II

Department: Police

Pay Grade: 107 (\$41,900 - \$62,850)

GENERAL STATEMENT OF POSITION

Under occasional supervision safely transports prisoners to the proper holding facility or jail. 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.

Posted: 11/2/2023

Deadline: Until Filled

Finisha I. Bennett, SHRM-SCP, MA, MJ
Deputy Director – Human Resources

City of North Charleston
South Carolina
An Equal Opportunity Employer

Job Title:	COMMUNITY SERVICE OFFICER II	Job Code:	300
Core Comp Group	OTHER PUBLIC SAFETY OFFICER	FLSA:	NON-EXEMPT
Pay Grade:	107		
Effective Date	04/08/2021	Revision A: Risk	LHM 04/08/2021
Revision B:		Revision C:	
FOR DEPARTMENTAL/OFFICE USE ONLY			
Dept.	Police	Dept. #	510
Location:	Police	EM Status:	
Reports To:	Assigned Sergeant		

Summary Objective

Under occasional supervision safely transports prisoners to the proper holding facility or jail. 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.
- Safely transports prisoners as necessary and search prisoners for items not acceptable in a holding facility.
- Enter information into/retrieves information from NCIC and other computers.
- Successfully pass the required South Carolina Criminal Justice Academy classes.
- Maintains required certification and training as mandated by the State and the Department.
- Refers to policy and procedure manuals, computer manuals, NCIC data, law, codes, statutes, directories, maps, etc.
- Operates various office equipment, machinery and tools in the performance of duties, such as a computer, adding machine, audio-visual equipment, radio equipment, telephone. Operates/uses a variety of Police equipment, which may include a vehicle, restraining devices, firearms, camera, crime scene investigative tools, etc.
- Maintains assigned equipment and vehicles.
- Prepares various documents, which may include daily activity reports, incident/accident reports, arrest reports, citations/warning tickets, various other records, logs, reports, etc.
- Types, prepares, processes, copies, scans, files and or distributes various documents.
- Assists other Law Enforcement Agencies and jurisdictions as required.
- Participates in public relations efforts as necessary to maintain cooperative & positive relationships between the department and the community.
- 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.
- Locates and duplicates department records and reports for officers, attorneys, court personnel, outside agencies and the general public as requested and as appropriate.
- Types, prepares, processes, copies, scans, files and/or distributes various documents.
- Uses clerical and computer supplies.

- 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 II.
- 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 a responsible 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.
- Ability to perform duties in a courteous manner and with the utmost integrity in the best interest of the public.
- Knowledgeable 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, co-workers, 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.

The work requires frequent and recurring assignment requiring strenuous effort and endurance or quick

This class description does not constitute an employment agreement between the City of North Charleston and an employee and is subject to change as its needs change.

reflexes to perform the work, such as lifting, dragging, fighting, standing, running, walking, stooping, climbing, striking, or the potential need to subdue or restrain violent persons or animals. Ability to travel over rough terrain or barriers. Specific vision abilities required by this job are those required to possess a valid South Carolina Driver's license. Must be able to hear in the normal audio range with or without correction. Police recruits are required to meet the necessary physical ability test course requirements in accordance with the South Carolina Law Enforcement Agency to become certified as a law enforcement officer. Must have the psychological temperament and emotional maturity to carry a weapon, handle disturbing emergency incidents, and for effectuating an arrest.

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.