

**Job Title:** Community Service Officer

**Department:** Police

**Reports To:** Captain – Police and Support Services and Investigations

**Grade:** 13

**Range:** \$42,073 – \$61,017

**Position Summary:** Performs duties such as apprehending and impounding animals, enforcing animal control ordinances and regulations as well as other City ordinances or state laws.

**Examples of Work (Essential Functions):**

- Patrols for animal ordinance violations
- Assists with traffic control
- Prepares Police Reports
- Enforces Parking Laws
- Impounds stray animals
- Investigates Animal Bite cases
- Takes fingerprints for the public
- Performs various other duties of community service officer
- Performs all other related tasks as required.

**Examples of Work (Marginal Functions):**

- Respond to non-criminal complaints
- Provide Customer Service to citizens
- Provide patrols of City of Mission
- Provide Animal Control related services

**Certificate, License:** Valid driver's license.

**Required Education and/or Experience:**

Must be 18 years of age and have a high school diploma or equivalent.

**Preferred Education and/or Experience:**

Two to three years related experience and/or equivalent combination of education and experience.

**Abilities, Knowledge, Skills:**

- Ability to anticipate problems.
- Ability to apply common sense understanding to carry out instructions and directions furnished in written, oral, or diagram form.
- Ability to establish and maintain effective working relationships with associates, public and others.
- Ability to meet the public and to discuss problems and complaints.
- Ability to read, analyze, and interpret complex documents.

- Ability to reliably and predictably carry out duties.
- Ability to respond to common inquiries.
- Ability to write clear and concise reports, memoranda, directives, and letters.
- Knowledge of City of Mission and Mission Police Department programs, policies, procedures and regulations.
- Knowledge of modern record keeping procedures and practices.
- Skill in operating a personal computer, laptop, other department office equipment; using applicable department software, using Microsoft products, using web-based systems, and performing data entry.
- Skill in the use of proper English, spelling, grammar, and punctuation.

**Supervision:** None.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is exposed less than one third (What percentage do you want to increase this to?) of the time to conditions such moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually loud when in the field, moderate when in the office. This position is subject to being on call or called out during emergency situations. This position may work nights, holidays, and weekends. Position wears personal protective equipment such as gloves, radio, baton, Taser, duty belt, or prescribed uniforms.

**Physical Requirements:**

While performing the duties of this position, the employee is regularly required to stand and walk, use hands to finger, grasp, handle, or feel; reach with hands and arms, and talk or hear. The employee is occasionally required to sit; run; climb or balance and stoop, squat, bend, twist, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 50 pounds does generally occur, in emergencies may be necessary to lift, move, push, or pull up to 100 pounds. Ability to move heavy objects or persons, give chase on foot for apprehension of animals; work in confined areas; walk, sit or stand for long periods of time; possess the physical strength and agility to defend self in a hostile or combative situation. Applicant's vision must be correctable to 20/20 and must pass a physical agility test, cvsa test, psychological test, medical/physical, and drug screen and background investigation. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. The worker may be exposed to blood borne pathogens and other disease of animals and may be required to wear specialized personal protective equipment. Operation of machines and motor vehicles or equipment, including weapons.

**SIGNATURE and APPROVAL**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Administration

\_\_\_\_\_  
Date

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all essential functions, marginal functions, responsibilities, duties, and skills required of personnel so classified in this position.*