



Position Recruitment Notification For Internal & External Candidates

Job Classification: Community Service Officer

Department/Division: Police/Field Services
Employment Status: Full-time (40 hours/week)
Annual Salary/Grade: \$24.44/hr. – Step A
Anticipated Hiring Range: \$24.44/hr.
FLSA: Non-Exempt
Union: Fraternal Order of Police
Employment Commission: N/A

Deadline for Application: Open Until Filled

POSITION SUMMARY:

This is a single class position under the supervision from higher level supervisory and management staff. This position will perform a variety of public service, customer service and law enforcement related duties and responsibilities that do not require the services of a sworn police officer; and to perform a variety of administrative duties in the Police Department.

A minimum of two (2) years of general work experience including customer service and/or law enforcement. **AND** Successful completion of at least fifteen (15) semester credits of coursework at an accredited college or university in criminal justice, business or public administration, psychology, sociology or a related field is required. Possession of a valid Illinois driver license is a condition of employment

INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link: <https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=587411392>. For additional information on the position visit our website at <https://www.oak-park.us/your-government/human-resources-department>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: jobs@oak-park.us; or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package including but not limited to a retirement plan, deferred compensation program, social security, medical, dental, vision & life insurance, flexible spending accounts, vacation and sick leave.

A COPY OF THE POSITION DESCRIPTION IS ATTACHED

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce.



COMMUNITY SERVICE OFFICER

Union: Fraternal Order of Police

FLSA: Non-exempt

Pay Step: A

Hours: 40.0 per week

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a variety of public service, customer service and law enforcement related duties and responsibilities that do not require the services of a sworn police officer; and to perform a variety of administrative duties in the Police Department.

SUPERVISION RECEIVED AND EXERCISED

Supervision from higher level supervisory and management staff.

EXAMPLES OF DUTIES - *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

Essential duties and responsibilities

1. Ensure that best in class customer service is provided to both internal and external customers and also embrace, support, and promote the Village's core values, beliefs, and culture.
2. Accurately record information from the public concerning property damage incidents, minor thefts and motor vehicle accidents; perform simple investigations as directed by Police Department supervisory personnel.
3. Investigate falls and other injuries occurring on public property.
4. Locate and confirm reports of dysfunctional power lines to Police Department supervisory personnel and take action as directed or deemed necessary in the absence of direction.



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5. Coordinate the removal of abandoned and other vehicles with the Village's towing contractor.
6. Enforce parking regulations in public parking lots by issuing citations or referring parking violators to parking enforcement personnel
7. Maintain accurate records concerning court dockets and schedule or notify police officers for court appearances.
8. Appear in court as a representative of the Police Department.
9. Enforce parking and local ordinance violations.
10. Assist in handling reported stray animals and animal bites.
11. Provide front desk reception and customer service duties.

Other important responsibilities and duties:

1. Search prisoners who are being held in Village facilities
2. Monitor prisoners while in police custody, and provide meals to prisoners at appointed times.
3. Perform traffic control at fires, accidents, downed power lines, parades, and any other incidents requiring traffic direction and control.
4. Answer non-emergency calls and handle public safety communication and/or dispatch duties as required.
5. Input requests for services and/or information, and complaint information from the public into computer.
6. Prepare a variety of written reports as directed summarizing various activities accruing during an assigned shift.
7. Perform related duties and responsibilities as required.

QUALIFICATIONS - *Required at the time of hire or learned within a short period of time in order to perform the essential duties*

Knowledge of:

- Principles and procedures in law enforcement investigation. Principles and procedures of record keeping.
- Geographic features of streets in the area served.
- Basic court procedures and protocols.



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- Methods and techniques used in caring, catching and disposing of animals.
- Basic procedures used in operating computer aided dispatch and Microsoft office programs; modern office procedures, methods, and office equipment.
- Safe driving practices.
- Operation of emergency equipment installed police vehicles.

Ability to:

- Gather, analyze and evaluate evidence or facts to arrive at a sound conclusion.
- Interview witnesses and withdraw information.
- Learn, understand and apply pertinent laws, and departmental rules and regulations.
- Understand and follow oral and written instructions.
- Work independently in the absence of supervision.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with employees in the Police Department and the Village in general in the course of work.
- Understand and complete appropriate forms for the submission of bond receipts.
- Maintain reasonable and predictable attendance.
- Work overtime as operations require.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking, standing or sitting for extended periods of time.*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*

Maintain mental capacity which allows for effective interaction and communication with others.



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Experience and Training Guidelines

Experience: A minimum of two (2) years of general work experience including customer service and/or law enforcement. **AND**

Training: Successful completion of at least fifteen (15) semester credits of coursework at an accredited college or university in criminal justice, business or public administration, psychology, sociology or a related field. **AND**

License or Certificate: Possession of a valid Illinois driver license is a condition of employment.

WORKING CONDITIONS

Work in an office environment; some travel from site to site in residential or commercial environment; may work in inclement weather conditions.

Diversity Equity & Inclusion Statement

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.