



## TOWN OF HAYDEN

### JOB DESCRIPTION – COMMUNITY SERVICES OFFICER

<b>Department</b>	Public Safety
<b>Position</b>	Community Services Officer (CSO)
<b>Wage status</b>	Hourly, full time
<b>Wage Range</b>	\$22.72 - \$29.00 per hour
<b>Benefits</b>	<p><b>Vacation and Sick Time:</b> Accrues up to 3 weeks of vacation and 12 days sick time annually</p> <p><b>Health, Dental, and Vision:</b> The Town provides 100% employer paid coverage for the employee and their family.</p> <p><b>Retirement:</b> The Town has a 457 ICMA-RC plan and will match up to 7% of employee contributions as well as Roth IRA options</p> <p><b>Family Leave:</b> The Town has a 12-week family leave plan for family expansion which is exclusive of PTO or sick time.</p> <p><b>Hayden Center:</b> The town offers free family gym membership to all full-time year-round employees.</p>
<b>Supervised by</b>	Chief of Police or designee

#### **Job Summary**

Responsible for the safety and protection of residents by investigating ordinance violations including but not limited to: junk and abandoned vehicles, weeds, brush and rubbish, animal ordinance and animal control, signs, and land use; conducting follow up investigations to ensure compliance with municipal and state ordinances and codes; and, assisting police officers and records personnel with tasks that do not require the presence of a commissioned officer.

#### **Primary Duties and Responsibilities:**

1. Patrol the Town of Hayden to enforce animal control and provide code enforcement.
2. Responds to dispatch calls and investigate calls from residents, officials and other parties regarding violations of animal ordinances and Town codes. Follow up on calls; take appropriate action such as issuing warnings or citations.



3. Investigate local code violations and enforce local ordinances regarding junk and abandoned vehicles, weeds, brush and rubbish, animals, signs and land use.
4. Is responsible for Animal Control. Issues warning notices of violations and impounds stray, vicious or injured animals. Be familiar with all equipment used therein.
5. Remove animals from inhumane conditions and transport animals to shelter for treatment or care.
6. Impounds abandoned vehicles; researches and attempts to contact abandoned vehicle owners; coordinates impound activities with towing companies.
7. Prepares citations and summonses necessary to charge individuals with violations of ordinances.
8. Appears in municipal, county and district courts to offer testimony relative to the investigation and charging of individuals with non-criminal offenses.
9. Prepares a variety of routine and non-routine reports and records necessary information for the reporting of specific non-criminal incidents, etc.
10. Offers assistance to citizens of and visitors to Hayden including the giving of directions and information, calling for vehicular roadside assistance, locating lost children, etc.
11. Inspects patrol vehicle, operates vehicle under routine conditions.
12. Maintains equipment; participates in roll call; maintains awareness of town activities.
13. Other duties as may be assigned by Supervisors

### **Knowledge, Skills, and Abilities:**

1. Judgement: Applies knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations; evaluates alternative courses of action and selects the most acceptable alternative; makes sound decisions in a timely manner; sizes up a situation quickly and takes appropriate action.
2. Observation Skills: Recognizes conditions or circumstances that indicate something might be wrong, unusual, or out of the ordinary; utilizes senses of sight and hearing to assist in recognition.
3. Learning: Comprehends new information and applies that which has been learned on the job. Understands and conceptually applies information that is provided in writing or verbally.
4. Oral Communications: Speaks in a clear, understandable manner and comprehends various types of information (e.g., accounts of past events, directions, explanations, ideas, etc.); talks effectively with persons of divergent



- cultural and educational backgrounds; speaks with good pronunciation, projects voice clearly, effectively uses police radio.
5. Written Communication: Writes clearly and concisely; uses acceptable grammar, punctuation and spelling; writes reports that are well organized, complete and accurate.
  6. Interpersonal Behavior: Is sensitive to the feelings of others and resolves problems in ways that do not arouse antagonism; interacts and deals effectively with people from varying social and cultural backgrounds; is courteous and respectful, calms emotional people and attempts to resolve conflicts through persuasion; exercises compassion and empathy for persons in varied situations and with varied backgrounds.
  7. Teamwork: Establishes and maintains effective working relationships with co-workers, supervisors, and law enforcement officials; shares information and works cooperatively with others; complies with departmental rules and regulations; follows orders; is able to accept advice and constructive criticism in a positive manner and learn from the experience of others.
  8. Assertiveness: Asserts self when necessary to exert control over others.
  9. Emotional Self-Control: Maintains composure and performs effectively in stressful situations; refrains from overreacting when subjected to verbal abuse; exercises restraint and uses objectively reasonable force to defend self.
  10. Use of Defensive Weapons: Maintains physical strength, flexibility and maneuverability necessary to properly utilize the approved defensive weapons for community services officers; understands appropriate levels of force based on specific circumstances and chooses weapons accordingly.
  11. Driving Skills: Demonstrates ability to control vehicle in routine situations; complies with departmental and state driving and safety regulations; has a good driving record.
  12. Physical Ability: Maintains physical condition and fitness; demonstrates the ability to meet the physical demands of the job.
    - a. ability to sit in a vehicle for an extended period of time;
    - b. ability to run to safety when confronted with certain situations;
    - c. ability to function for extended periods with little rest during emergency situations;
    - d. ability to work varied hours and adjust sleep patterns;
    - e. ability to withstand extreme weather conditions;
    - f. maintain a valid driver's license;
    - g. ability to participate in physical fitness training.
  13. Adaptability: Ability to adapt to changes in working conditions (e.g., changes in shift assignment, different types of incidents that must be handled one right after another, etc.).
  14. Initiative: Ability to proceed on assignments without waiting to be told what to do; makes an effort to improve skills and keeps informed of new developments in



- the field; exerts the effort needed to make sure the job is done correctly; is consistently productive.
15. Dependability: Ability to be reliable, thorough, punctual, accurate, assumes responsibility for share of the workload; works with minimal supervision.
  16. Integrity: Demonstrates history of personal and professional honesty and integrity.
  17. Ability to Comply with Laws, Rules, and Regulations: Follows orders, rules and regulations, has shown a history of compliance with municipal, state and federal laws and statutes.
  18. Acceptance of Criticism: Accepts advice and constructive criticism; demonstrates acceptance of responsibility for one's own mistakes, and ability to learn from past mistakes.
  19. Problem-Solving: Analyzes problems, develops options and develops pro-active plans within the department and in partnership with the community.
  20. Education: High school graduate or GED.
  21. Citizenship: United States citizen or legal authorization to work in the United States.
  22. Conviction Record: No felony convictions.

### **Difficulty of Work**

Incumbents must deal with a variety of changing situations and deal with a variety of individuals under possible stressful conditions. The incumbent must determine proper and legal courses of action and solve practical problems using general and broad department procedures and within a framework of ordinances, statutes, laws and court decisions. The nature of the work precludes the application of specific guidelines and set precedents. The incumbent is required to use individual judgement with wide latitude in decision making processes.

### **Responsibility**

The incumbent receives guidance in the form of departmental policies, supervisory review of work accomplishments and the availability of senior officers for guidance in unique situations. The incumbent's actions and decisions, applied in critical and stressful situations, may affect the safety of the incumbent, co-workers, suspects of code/animal violations, and citizens of Hayden. Errors in judgement or action could affect citizen acceptance of the Town of Hayden and Hayden Police Department and/or financial and legal consequences. Decisions made by incumbents may have serious and far-reaching effects on individuals.

### **Personal Relationships**

The success of the incumbent in performing assigned work activities and the acceptance of the Town of Hayden and Hayden Police Department is dependent upon the working relations of the incumbent employee. The incumbent must effectively deal with individuals



seeking assistance and advice and individuals violating code and animal ordinances. Incumbents must deal cooperatively and effectively with court officials, outside enforcement authorities, etc.

### **Physical Demands**

The incumbent normally works under moderate physical demand while on patrol, however, may be subject to strenuous physical effort such as lifting heavy animals.

### **Working Conditions**

Incumbents are subject to traffic hazards while patrolling and responding to calls for service in all traffic and weather conditions. The incumbent may be exposed to verbal abuse while performing assigned duties.

***Town of Hayden is an Equal Opportunity Employer:** all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. This job description is not a contract, but merely an overview of the various job duties and skills needed to perform the job. The description is not intended to be contractual commitment of the Town of Hayden, and will not be construed as such by any employee or potential employee. The Town of Hayden has the right to change, supplement, or revoke the description at any time without notice. No permanent employment for any term is intended or should be implied from the statements contained in the job description.*