

# CITY OF PARK RIDGE

## JOB DESCRIPTION



<b>TITLE:</b>	Community Service Officer	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Police	<b>REPORTS TO:</b>	Administrative Services Supervisor
<b>PREPARED:</b>	October 2014	<b>UPDATED:</b>	December 2023

### Position Summary

This position enforces parking and other ordinances; performs duties associated with traffic and animal control, and other duties to assist the Police and Fire Departments and the public.

### Essential Functions

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

- Responds to non-emergency phone calls from the public.
- Performs property room duties including but not limited to inventory and storage of evidence.
- Transports evidence to and from crime lab.
- Investigates and enforces parking control ordinances and parking restrictions, including but not limited to: issuing citations, monitoring parking meters, immobilizing vehicles using wheel lock, enforcement of parking regulations, and appearing at Adjudication hearings to testify on parking citations.
- Reports all parking meters out of order, street signs down or damaged and in need of repair, missing signs and traffic lights which are not functioning properly.
- Educates the public regarding parking regulations in a courteous and professional manner; assists the public by providing information and directions as requested.
- Opens locked vehicles that may present a safety hazard.
- Investigates and enforces animal control ordinances, including but not limited to: investigating complaints (both for City ordinance violation and dangerous/wild animal on public way) and transporting and impounding animals.
- Controls and directs traffic through non-verbal means; maintains proper traffic flow around fire/ems/law enforcement related incidents.
- Inputs and retrieves data from in-house and dispatch center computer systems; enters, updates and retrieves data and other pertinent information from state, county and other agencies and departments.
- Responds to found/abandoned bicycles and automobiles; completes a report and transports the property according to policy.
- Works the non-emergency police front desk: answering non-emergency phone lines, non-emergency radio traffic, assisting public walk-ins as well officers and other city personnel.
- Performs related tasks in the completion, preparation and filing of related police reports; distributes records and forms.
- Provides vehicle transports as assigned.
- Receives property and records into custody.
- Assists Patrol Officers in monitoring prisoner activity and property inventory.
- Serves as court liaison as needed.
- Processing FBI and state fingerprint cards as requested.
- All other duties as assigned.

**Required Education, Experience, Licensing, and Certifications**

- High School diploma/equivalent.
- Previous work experience in a safety or security position preferred.
- Valid State of Illinois driver's license required.
- LEADS Certification required upon hire.

**Physical and Work Environment**

*The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.*

- This position is considered medium duty work in nature and requires the exertion of up to 25 pounds of force;
- Work requires operating machines, motor vehicles and/or other equipment.
- Work requires exposure to all outdoor weather conditions.
- Work requires the ability to wear specialized personal protective equipment.
- May be subject to animal attacks and infectious diseases carried by animals.
- Duties are performed under all weather conditions and include exposure to inclement weather, noise, heavy traffic conditions, and exhaust fumes.
- Operations are 24/7 therefore personnel shall be available/open to be scheduled to work all shifts including weekends ; holidays as needed and some hours outside regularly scheduled time as well.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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Name Printed

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Name Signed

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Date