JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION							
Class Title	**Community Service Officer**		**Department**	**Police**		**Division**	Patrol
Classification per 2.76 RMC	☐ Executive (City Officer or Department Head)☐ Managerial Service ☐ Deputy/Assistant Service ☐Supervisory☐ Professional ☐Confidential ☐ General Employee				**Work Location**	☐ City Hall ☐Fire ☐Health ☐ Library ☐PW ☒Police	
Full-Time / Part-Time	☐Full-time ☒ Part-time, Hours per week 20		**Supervisor Title**	Sergeant			
HR Only	***Working Title***		***Salary Grade -***		***FLSA Code:***	*☐ Exempt ☐ Non-exempt*	

Position Summary – Summarize the purpose and primary responsibilities for this position. (Job Announcement Wording)

This is an unarmed, uniformed civilian position performing work of moderate difficulty supporting basic law enforcement operations in exchange for gaining hands-on practical experience while pursuing post-secondary education in law enforcement. A Community Service Officer (CSO) may be afforded an opportunity to transition to a sworn fficer position with a law enforcement agency

SECTION 2 - DESCRIPTION OF EXPECTED WORK HOURS/CORE FUNCTIONS, ESSENTIAL DUTIES & RESPONSIBILITIES

The core functions/essential duties/responsibilities of the job, which are the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Wording that provides a clear for someone not familiar with the work is used. Terminology or acronyms that are not widely known are avoided. The list includes the duties that are most important at the top, and the estimated percentage of the total annual time that each item takes. (FYI - *10% equates to roughly 200 hours of a work year.*) Duties and responsibilities that account for as close to 100% of work time as possible are listed. Catch-all categories may be included but are not evaluated as part of the classification for the position (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated. **Frequency Codes:** Daily [**D**] / Weekly [**W**] / Bi-Weekly (**B**) / Monthly [**M**] / Quarterly [**Q**] / Annually [**A**] / As Needed [**N**]

Expected Work Hours/Core Functions/Essential Duties and Responsibilities of the Position	Frequency	% of Annual Total Time
Expected Work Hours	☐Normal Business Hours (M-F, 7 am- 3:30 pm); but may work alternative schedules as required ☐Full-time salaried position[1] ☐Emergency call outs, before and after standard scheduled hours of work including weekends and holidays ☐ Watch Duty ☐Other, describe: Regular attendance is an essential function of this job to ensure continuity of service delivery.	
Monitor and staff the front complaint desk and take walk-in complaints	D	55%
Routine vehicle patrol conducting business checks, reporting observed offenses, etc.	D	5%
Respond to traffic accidents, disabled vehicles, road hazards for traffic control	W	2%
Respond to, resolve, and document lowest priority calls (i.e. abandoned vehicles complaints, animal complaints, found property complaints)	D	5%
Utilize computer systems to gather information, write incident reports and other document activities.	D	15%
Assist officers with various complaints and duties (bring supplies, block road, etc.)	D	5%
Event security (community events and gatherings – Parades, National Night Out, CAAD events, etc.)	M	1%

[1] with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs. Accessible by cell phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

Deliver and gather supplies/equipment to/from surrounding agencies and companies	B	1%
Writing parking citations	W	1%
Perform administrative requests	W	1%
Fingerprint citizens / applicants	M	1%
Assist maintenance and mechanics with supplies runs	N	1%
Monitor offenders in holding cells	D	5%
Testify in Court	A	1%

SECTION 3 - COMPETENCIES, KNOWLEDGE, SKILLS AND ABILITIES

Competency	In-squad computer/MDC, 2-way radio, telephone, OC spray, police vehicle, flashlight, safety vest, ProPhoenix RMS, TRACS, ExacqVision, DIMS, Microsoft Office.

If checked the following are applicable to the position: ☐ maintains the ability to competently and credibly testify in court;☐maintains ability to lawfully operate designated motor vehicles at all times when driving duties are performed; ☐ maintains the ability to travel throughout and enter all different properties in the jurisdiction

Job Specific

List the desired knowledge, skills, and abilities needed to be successful in performing the position (e.g., knowledge of local government organization and administration; skill in listening, critical thinking, problem analysis and problem-solving; ability to quickly adapt and learn specialized software systems and databases)

Critical Thinking and Decision Making, Good Communication with Public and Peers (both speaking and listening), Ability to articulate information in speaking and written (typing) format

SECTION 4 - JUDGMENTS / DECISION-MAKING

Five of the most typical judgments/decisions made in performing the job as well as the solutions to these problems, and the resource, input or guidance others provide in arriving at the decision. Who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Whether or not to write a parking/municipal citation	Evaluate totality of circumstances and decide whether to issue a citation	Municipal ordinance	Patrol supervisor
How to assist with traffic control at accidents, special events, etc.	CSO must ensure they provide direction to motorists/civilians to ensure safety of CSO, officers, motorists, civilians, property.	Training	Patrol supervisor
Returning property to owner	Investigate who owns the property and determine how to contact them.	Training and in-house database	Patrol supervisor
Determine if officer is needed to handle a call for service	Assess complexity of situation as well as danger associated with the situation	Policy, training, and abilities	Patrol supervisor
Determine level of force/level of control talk required in situations where a citizen suddenly becomes aggressive towards CSO (typically going to be no physical force, but could require defensive force)	Use professional communication skills, create distance, call for an officer	Policy and training	Patrol supervisor

SECTION 5 - WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS Typical work relationships with persons inside or outside of the City of West Allis.

Title of individuals with whom this position typically interacts	Interaction Description.	Why is it necessary?
Patrol Officer and Supervisors	Assist officers/supervisors with duties	Frees up officers for administrative duties and/or higher priority calls
Public/citizens	Take reports from citizens, answer questions of citizens, follow-up with citizens involved in cases/calls for service.	Serving citizens is essential job function of a police department.
Support staff	Assist support staff with administrative duties/projects	Frees up support staff for more complicated duties/projects and/or helps reduce backlog.

SECTION 6 - EDUCATION, EXPERIENCE, CERTIFICATION, LICENSURE, TRAINING REQUIRED[2]

Education	☐Less than High School ☒High School/GED ☐One Year Certificate ☐Associate's Degree ☐Bachelor's Degree ☐ Master's Degree ☐ Professional Degree (Engineering, Law, Library, Medicine Nursing, etc.) Field of Study: Additional Information (e.g. specific coursework, etc.***): Must have completed High School/GED and be currently attending college/technical college***
Experience	☐No Experience ☒< 2 yr. ☐2 to 3 yrs. ☐4 to 5 yrs. ☐6 to 7 yrs. ☐8 to 9 yrs. ☐10 to 11 yrs. ☐≥ 12 yrs. Describe Specifics regarding required experience (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity): 2-3 years of recent administrative support work experience including extensive customer service interaction, and cash handling in the large Public Words organization or equivalent.

[2] Equivalencies are used where deemed appropriate with regard to education and experience requirements. Combinations of education and experience which are likely to lead to success with essential duties and responsibilities are considered. Generally 2 years of relevant experience may be substituted for each year of education. This does not apply to required professional degrees, licensures, or certifications (e.g., juris doctorate, public health nurse, etc.). If Equivalency was indicated for Educational requirements, it should be taken into consideration when determining work experience requirements.

	Ability to enter data and utilize software in accordance with the needs of the department. Demonstrated proficiency in Microsoft Office Suite programs - including Microsoft Outlook (mail, calendar, tasks), Word (templates, forms, mail merge, reviewing) and Excel; and Adobe Acrobat. Advanced skills in English grammar/writing and math. Experience working with groups of people from diverse backgrounds.

Required Certification/Licensure/Training[3]	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Currently Attending College/Technical College		**X**	
Actively Pursuing Career as Police Officer		X	

Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):
The City of West Allis will pay for certifications directly related to job duties.

List preferred Education, Experience, Certification, Licensure or Training –
Associate's degree - Administrative Professional or related field

SECTION 7 - SUPERVISION / MANAGEMENT

A. Supervision Received by this position upon successful completion of a training period:

☐ **Close Supervision**: Assigned duties according to specified procedures and receives detailed instructions. Work is checked frequently.
☒ **Supervision**: Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.
☒ **General Supervision**: Normally receives little instruction on day-to-day work and receives general instructions on new assignments.
☐ **Direction**: Establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.
☐ **General Direction**: Exercises wide latitude in determining objectives and approaches to critical assignments.

B. Type of Responsibility/Area of Action performed by this position:	Yes	No	Provides Input
Performs a variety of clerical and administrative duties in support of sworn personnel; • Staffs and monitors the front complaint desk; • Takes walk-in complaints; • Receives, documents, resolves and responds to low priority calls related to abandoned vehicle complaints, animal complaints, found property complaints, and other complaints not requiring the response of a law enforcement officer; • Performs routine vehicle/bicycle patrol conducting business checks, reporting observed offenses, etc.; • Assists sworn personnel with crash and crime scenes; • Utilizes portable and squad radios; • Provides traffic direction and control for accidents, disabled vehicles and road hazards; • Enforces City ordinances and parking regulations and issues citations accordingly; • Provides security for events including parades, National Night Out, CAAD, etc.; • Assists with booking and monitoring cell block detainees; • Testifies in court; • Fingerprints citizens and applicants; • Operates office computer/applicable software systems to gather information, write incident reports and document activities; • Assists maintenance and mechanics with supply runs; • Delivers and gathers supplies and equipment to and from surrounding agencies and companies; • Maintains prompt, predictable, and regular physical attendance; • Provides truthful and accurate written and verbal communications; • Maintains the ability to competently and credibly testify in court as required; • Performs other duties as assigned.			

3 including but not limited to: valid WI Driver's License, valid WI Commercial Driver's License [CDL], confined space training, blood borne pathogen training, etc.

Direct supervision[4] of any employees. ***Number of FTEs and job titles of those employees listed below:***			
Job Title			
N/A			

SECTION 8 - PHYSICAL DEMANDS[5] AND REQUIREMENTS /WORK ENVIRONMENT/TOOLS

N=Never (0 minutes per day) **S**=Seldom (1 to 5% of time, 1-25 Minutes a Day) **O**=Occasional (5 to 33% of time, 26 minutes to 2.5 hours per day)
F=Frequent (34 to 66% of time, 2.6 – 5.25 hours per day) **C**=Constant (67 to 100% of time, 5.26 and above hours per day)

	# of FTEs
Possess the physical capacity to perform the duties of the position including, but not limited to –	
Carry/Lift/Lower/Push/Pull Objects or Materials of 10 - 50 Pounds	
Carry/Lift/Push/Pull Objects or Materials of > 50 Pounds; Handle Odd Objects	
Alternate Sit/Stand or Walk at Will - The ability to alternate between sitting and standing is present when a worker has the flexibility to choose between sitting or standing as needed when this need cannot be accommodated by scheduled breaks and/or lunch period.	
Climbing Ramps/Stairs - Ascending or descending ramps and/or stairs using feet and legs. Hands and arms may be used for balance (e.g., to hold a railing).	
Climbing Ladders/Ropes/Scaffolding - Ascending or descending ladders, scaffolding, ropes, poles and the like using feet/legs and/or hands/arms.	
Communicating Verbally - Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.	
Crawling - Moving about on hands and knees or hands and feet.	

	Never	Seldom	Occasional	Frequent	Constant
Crouching - Bending body downward and forward by bending legs and spine.					
Far Visual Acuity - Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.				X	
Fine Manipulation - Picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.			X		
Foot/Leg Controls - Use of one or both feet or legs to move controls on machinery or equipment. Controls include, but are not limited to, pedals, buttons, levers, and cranks.				X	
Gross Manipulation - seizing, holding, grasping, turning, or otherwise working with hand(s). Note: Fingers are involved only to the extent that they are an extension of the hand.				X	
Hearing Requirements The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes/alarms). A yes or no answer is captured for each of the five hearing requirements listed:		X			
One-on-one (in person)					X
Group or conference (in person)		X			
Telephone			X		
Other sounds				X	
Passing of hearing test required				X	
Keyboarding - Entering text or data into a computer or other machine by means of a keyboard. Devices include traditional keyboard, tablet, 10 key pad, touch screen, smart phone, etc.				X	
Kneeling - Bending legs at knees to come to rest on knee(s)				X	
Lifting/Carrying - Lifting is to raise or lower an object from one level to another (includes upward pulling). Carrying is to transport an object – usually by holding it in the hands or arms, but may occur on the shoulder.					
Near Visual Acuity - Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers				X	
Peripheral Vision - Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.				X	
Pushing/Pulling - Pushing/pulling may involve use of hands/arms, feet/legs, and/or feet only done with one side of the body or both sides. **Pushing** - Exerting force upon an object so that the object moves away from the force; **Pulling** - Exerting force upon an object so that the object moves toward the force				X	
Reaching At/Below Shoulder Level - Extending hand and arms from 0 up to 150 degrees in a vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does				X	

[4] Section 111.70 (1)(o) Wis. Stats. defines a **supervisor** as: "…any individual who has authority, in the interest of the municipal employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely routine or clerical nature, but requires the use of independent judgment."
[5] https://www.bls.gov/ncs/ors/physical.htm

not need to remain in a continuously straight position.						
Reaching Overhead - Extending hands and arms in a 150 to 180 degrees vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.					X	
Sitting - Remaining in a seated position.					**X**	
Standing/Walking - Standing is to remain on one's feet in an upright position at a workstation without moving about. Walking is to move about on foot.					**X**	
Stooping - Bending the body downward and forward by bending the spine at the waist - requiring full use of the lower extremities and back muscles.					**X**	
Possess the capacity to effectively and efficiently work with/in the following conditions -					**X**	
Indoor/Office Work Environment					**X**	
Outdoor Work Environment Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)					**X**	
Insects					**X**	
Rodents					**X**	
Exposure to Various Lighting Conditions (High, Low, LED, etc.)					**X**	
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)					**X**	
Outdoor Weather Conditions (Dry/Wet/Slippery)					**X**	
Hazardous Fumes or Odors / Toxic Chemicals	**Never**	**Seldom**	**Occasional**	**Frequent**	**Constant**	
Confined Spaces (as identified by OSHA)				X		
Close Proximity to Moving Machinery / Equipment				X		
Bodily Fluids / Communicable Diseases				X		
Working Alongside Moving Traffic on Roads				X		
Electrical Hazards				X		
Vibrations				X		
Dust				X		
Interact with persons of various social, cultural, economic, personal hygiene standards, mental capacities, and educational backgrounds.		X				
Other:		X				
Tools Used (add as needed)			X			
Office Equipment: Desktop Computer, Copier, Phone, Fax, Scanner, etc.			X			
Field Technology: Ipad/Laptop/Smartphone			X			
Microsoft Outlook		X				
Microsoft Word		X				
Microsoft Excel		X				
Microsoft Access				X		
Microsoft PowerPoint						
Adobe Acrobat Professional	**Level of Proficiency[6] if applicable**	**Never**	**Seldom**	**Occasional**	**Frequent**	**Constant**
Legistar/Granicus	☐Basic ☐Intermediate ☒Advanced ☐Expert			X		
BP Logix	☐Basic ☒Intermediate ☐Advanced ☐Expert				X	
Novatime	☐Basic ☒Intermediate ☐Advanced ☐Expert				X	
HTE/Sungard	☐Basic ☒Intermediate ☐Advanced ☐Expert				X	
Assetworks	☒Basic ☐Intermediate ☐Advanced ☐Expert				X	
General Code	☒Basic ☐Intermediate ☐Advanced ☐Expert				X	
GIS	☒Basic ☐Intermediate ☐Advanced ☐Expert				X	
GPS software and reporting	☐Basic ☒Intermediate ☐Advanced ☐Expert		X			
Civic Ready	☒Basic ☐Intermediate ☐Advanced ☐Expert		X			
Docuware (Document Management System)	☒Basic ☐Intermediate ☐Advanced ☐Expert		X			
Neogov (Insight, Perform)	☐Basic ☒Intermediate ☐Advanced ☐Expert			X		

[6] Basic – Fundamental knowledge of common usage; Intermediate – able to perform independently with occasional guidance a majority of tasks related to position, utilizes tools in the most efficient and effective manner on a regular basis; Advanced – able to perform independently all tasks related to position, constantly utilizes tools in the most efficient and effective manner, able to implement and make suggestions on how the tools could improve processes and productivity; Expert – Recognized Authority, Go to person, able to teach others

CivicPlus (Internet, Intranet CMS)	☐Basic ☒Intermediate ☐Advanced ☐Expert		X			
Internet	☐Basic ☒Intermediate ☐Advanced ☐Expert		X			
Personal Vehicle	☐Basic ☒Intermediate ☐Advanced ☐Expert		X			
City Vehicle	☐Basic ☒Intermediate ☐Advanced ☐Expert			X		
	☐Basic ☒Intermediate ☐Advanced ☐Expert			X		
	☐Basic ☒Intermediate ☐Advanced ☐Expert		X			
				X		
				X		
				X		
					X	
		☒Yes ☐No				
		☒Yes ☐No				

Section 9 - Additional Comments

Any additional information:

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities. Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City. It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

This JDQ has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. I understand that the City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EMPLOYEE: _____ DATE: _____ SUPERVISOR:_____ DATE:_____

DEPT. HEAD: _____ DATE: _____ HR REP: _____ DATE:_____