



WASHTENAW COUNTY, MICHIGAN

**HELP IMPROVE THIS SITE**

# Community Service Officer

**Position Title: Community Service Officer**

**Status: Full-Time Position**

**Union Affiliation: POAM**

**FLSA Status: Non-Exempt**

## **JOB SUMMARY:**

Under the supervision of a higher classified employee, performs a wide variety of para-professional, direct service and organizational support, supplemental and auxiliary duties and tasks that require some application of independent judgment. Duties and responsibilities include but are not limited to responding to non-emergency service requests, customer service activities, general clerical duties, and other duties and tasks that support front line staff. Community Service Officers (CSO) are not primary responders to crimes in progress, do not carry firearms in the course of their duties, and do not have arrest authority. May serve in any division, section or unit of the Sheriff's Office as assigned.

## **EXAMPLES OF DUTIES**

- Performs para-professional law enforcement related duties and activities such as writing various reports, directing traffic, issuing selected citations, responding to animal control requests for service and transporting stray animals, canvassing neighborhoods for crime leads, and engaging in crime prevention activity
- Process inmates entry into and departure from the jail including by way of example but not limitation inquiries regarding inmate's personal information and history, current financial status, mental and physical health, and the use of screening instruments to identify inmate risk and needs.
- Provides information and assistance to citizens wherever assigned including by way of example but not limitation answering telephones, providing inmate information, taking various reports, processing requests for records, completing gun registrations or other permits, taking fingerprints, and answering questions regarding billing and court procedures.
- Transports fleet vehicles, supplies, equipment, and mail; orders and stores supplies and equipment.
- Process evidence and property.
- Performs detailed, varied and responsible office support work which may require independent judgment and the application of knowledge related to the division, section, and unit or team where assigned.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; may make arithmetic, statistical or payroll calculations.
- Organizes, tracks and maintains various records, documents and files; locates information as required for the work of the Office; tracks the issuance of official documents, may purge files and/or prepare information for storage.
- Enters and retrieves data and prepares reports using electronic information systems and software; may operate and maintain data bases or other automated files and systems.

- Accepts and processes forms, verifies for completeness, may accept payments and provide an appropriate receipt.
- Composes correspondence, reports and specialized documents from drafts, notes, recordings or brief instruction.
- Acts as a liaison with community groups in other capacities.
- Enters data with sufficient speed and accuracy to perform the work assigned to the classification; handles confidential Sheriff's Office records and documents.
- Operates office machines, calculators or computers as necessary to complete assigned tasks.
- Performs routine facility maintenance such as emptying waste baskets, shoveling snow or other general cleaning tasks.
- Assigned to any division, section, unit of team within the Sheriff's Office as needed for the overall good of the organization and its efficient and effective operation.
- Assigned other direct service, support and clerical duties as necessary to facilitate the general operation of the Office and provide support for other employees.
- Maintains the confidentiality of information processed or that they have access to.

The above statements are intended to describe the general nature and level of work being performed by employees in this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

## **EMPLOYMENT QUALIFICATIONS**

### **Knowledge of:**

- Correct oral and written English usage.
- Computer applications related to the work.
- Office administrative principles and practices, including the operation of standard office equipment.
- Report preparation and presentation.
- Principles of customer service.
- Proper forms of business and professional correspondence.
- Preparing routine organizational memorandums and correspondence from brief instruction or guidance.
- Applicable Federal, State and Local laws and regulations.

### **Skill in:**

- Interpreting, applying and explaining laws, policies and regulations.
- Using sound, independent judgment within established policy and procedural guidelines.
- Organizing and prioritizing work and using independent judgment within established procedural guidelines.

- Understanding and following moderately complex oral and written instruction.
- Preparing clear, concise and effective written materials.
- Maintaining accurate records and files.
- Making accurate arithmetic calculations.
- Entering data into information systems with sufficient speed and accuracy to perform the work of the classification.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Dealing successfully with employees, customers, inmates and clients at all levels and with individuals of diverse socio-economic and ethnic backgrounds, beliefs and lifestyles.

### **LICENSE AND MINIMUM REQUIREMENTS**

- Possess a valid driver's license and be able to work at any designated work site.
- Be at least eighteen (18) years of age.
- Must be able to pass a drug test that screens for illegal controlled substances.
- Must be able to pass a pre-employment reading and writing comprehension and behavioral test.
- Must be able to pass a pre-employment data entry test.
- Must be able to pass a comprehensive background investigation sufficient to receive requisite government clearance.

### **WORKING CONDITIONS AND ENVIRONMENT**

The Sheriff's Office is a seven (7) day per week, twenty-four (24) hour per day public safety operation. Work schedules will vary and include nights, weekends, holidays and unanticipated overtime. The position involves work in law enforcement, correctional and emergency management and public safety communication settings. Contact with individuals accused or convicted of crimes and who may suffer from communicable diseases, mental illness or developmental disabilities occurs. Areas of assignment may change periodically or with limited notice depending upon the need and overall good of the Sheriff's Office.

### **PHYSICAL DEMANDS**

Duties require a basic level of physical fitness and general health including by way of example but not limitation sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a VDT screen and hearing and speech sufficient to communicate in person or over the telephone. Duties may require employee to exert up to 25 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **MINIMUM REQUIREMENTS and EDUCATION**

Possession of a high school diploma or its equivalent. Various combinations of education and experience which could provide an equivalent level of knowledge and skills to perform the job will be considered. Basic or advanced degree(s), certificates or coursework or related training is also desirable.

## EXPERIENCE

Some experience working in a criminal justice setting or working with the public is preferable

This job class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to have specific job-related knowledge for successful job performance.

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