



Community Service Aide

EEO Class Code: Administrative Support Worker

Union Status: Unclassified

FLSA Code: Non-Exempt

The Town of Pembroke Park Job Description

Department: Police

Supervises: None

Position Reports To: Shift Sergeant

Sworn: No

Job Specifications

NATURE OF WORK

Performs technical, administrative, operational, and field work supporting law enforcement functions. Work involves receiving and responding to a wide variety of non-emergency calls requiring a law enforcement response, but not requiring the presence of a certified law enforcement official. Employees in this classification have no arrest powers. Work is performed under general supervision with limited latitude in the use of initiative and independent judgment.

ILLUSTRATIVE TASKS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives and responds to concerns and complaints of a non-emergency nature not requiring the presence of a certified law enforcement officer (i.e. stolen vehicles, tags, parking citations, vandalism and illegal dumping)
- Responds to vehicular accidents and investigates cause; identifies party(s) at fault, issues citations, testifies in court, and summons necessary law enforcement support as indicated
- Renders assistance to injured/distressed persons; completes accident reports
- Assists certified officers and/or crime scene technicians as directed during crime scene investigations to include dusting/lifting latent prints, taking photographs, collecting/processing evidence, and protecting chain of custody
- Performs traffic management duties by addressing abandoned/stalled vehicles, directing traffic, dispatching for tow services, and completing towed vehicle reports
- Responds to and investigates late reported calls for service; determines if a certified officer is needed or whether (in the interim) reporting on the call is sufficient response

- Completes missing persons reports; ensures officer notification through proper dispatch procedures; assists in locating and returning missing persons to proper domiciles
- Enters and retrieves data and information in law enforcement data systems; generates reports regarding activities, incident responses to accidents, and non-emergency calls

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of applicable federal, state and local regulatory laws, standards, ordinances, and requirements governing the work
- Skill in adapting to a changing work environment, competing demands and ability to deal with frequent change, delays or unexpected events
- Skill in working independently and following through with assignments with minimal direction
- Ability to operate a computer using applicable organizational software
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule
- Ability to deal courteously and effectively with the general public
- Ability to communicate effectively verbally and in writing

MINIMUM REQUIREMENTS

- High school diploma or valid equivalent
- Six (6) months of related experience or customer service
- Must be 18 years or older at the time of employment.
- Must possess or be able to obtain by time of hire, a valid Florida driver's license.
- Must have National Incident Management System (NIMS) certification (level to be determined by job classification requirements) or obtain within one year of employment.

PREFERRED REQUIREMENTS

- Traffic Crash Investigation experience
- Previous experience in a law enforcement agency or as a Community Service Aide (CSA)

PHYSICAL REQUIREMENTS

Tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 50 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside and/or outside with potential for exposure to adverse conditions, (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors. Some tasks require the ability to communicate orally and in writing.