

# COMMUNITY SERVICE OFFICER

Recruitment #1511-2355-001

**List Type** Exempt

**Requesting Department** Milwaukee Police Department

**Open Date** 11/9/2015

**Filing Deadline** 12/4/2015 11:59:00 PM

**HR Analyst** Toni Vanderboom

## **INTRODUCTION**

This position is exempt from civil service. Appointment and continued employment is at the pleasure of the Chief of Police.

## **PURPOSE**

The Community Service Officer is a civilian employee who supports basic police operations by performing a variety of duties that do not require the attention of sworn personnel.

## **ESSENTIAL FUNCTIONS**

- Respond to non-emergency, low-priority calls for service, including theft, non-injury traffic accidents or vandalism.
- Inspect property damage and accident sites and take photos; canvas for and interview witnesses.
- Document observations, determine findings and prepare reports.
- Based upon investigation and assessment, determine whether sworn law enforcement should be called to the scene.
- Testify in court and provide depositions, as required.
- Take and file complaints from individuals who walk into the Police stations, as directed.
- Assist Community Liaison Officers with nuisance property investigations.
- Respond to call-outs in cases of severe weather and natural disasters.
- Provide services at special events, including traffic control.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

## **CONDITIONS OF EMPLOYMENT**

- Ability to work outdoors in all types of weather conditions, at all hours, and throughout the City of Milwaukee.
- Ability to drive to response sites and to stand or walk for extended periods of time.

## **MINIMUM REQUIREMENTS**

- At least 20 years old on or before **December 4, 2015**.
- Possession of a valid Wisconsin driver's license at time of background investigation and throughout employment.
- Two years of experience performing work related to the position, such as providing security, conducting investigations or working as a claims adjustor. Field work experience is preferred, including interviewing witnesses and gathering evidence. Equivalent combinations of training and experience may be considered.

**KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS**

***Communication***

- Clear and concise oral communication skill, including the ability to be persuasive.
- Skill in written communication adequate to compose accurate and defensible reports, including the use of proper grammar and sentence structure.
- Ability to understand and carry out oral and written instructions.
- Ability to constructively deal with conflict and to compassionately and appropriately assist individuals who may be emotional and/or upset.
- Ability to deal with unusual situations, such as those involving frightened, distraught or disoriented people.
- Strong skill in cultural competency.
- Excellent skill in customer service.
- Ability to establish and to maintain effective working relationships with departmental officials, employees, members of other agencies and the public.
- Ability to exhibit a professional and civic-minded approach at all times.
- Excellent moral character, exhibiting honesty, responsibility, trustworthiness and a positive attitude.

***Technical***

- Ability to learn the laws, ordinances and policies governing law enforcement in the State of Wisconsin and the City of Milwaukee for the purpose of performing civilian investigations and determining when to refer an issue to sworn personnel.
- Ability to learn techniques of investigation and identification for use by civilian personnel.
- Ability to analyze information and to reach conclusions based upon concrete evidence.
- Ability to learn the methods and practices of crime prevention.
- Ability to accurately recall names, places and incidents.
- Ability to draw diagrams of accident scenes.

**CURRENT SALARY**

The current annual starting salary is \$39,518 for City of Milwaukee residents. The non-resident annual starting salary is \$38,548. The city offers a generous benefits package including 12 days of vacation, 11 paid holidays and 12 days paid sick leave per year; health, dental, and life insurance, and tuition and textbook reimbursement.

**SELECTION PROCESS**

This is a non-management non-represented position which has been exempt from civil service. The selection process may include a written test, oral interview, physical ability test and background investigation. All phases of the selection process must be successfully completed in order to continue in the selection process.

***Application Process***

The application must be completed online. The online application will be available on November 9, 2015 and accepted through **December 4, 2015**. The online application and further information may be obtained from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs) or by calling (414) 286-3751. Online applications may not be submitted after the deadline, unless extended.

## ***Community Service Officer (MPD)***

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### ***Pre-Employment Tests - Medical Examination, Psychological Evaluation***

Persons offered employment must pass a pre-employment medical examination, psychological evaluation and drug test as a condition of employment.

### ***Appointment***

Final appointment to the position of Community Service Officer is contingent upon passing all pre-employment components, the number of vacancies and approval by the Fire and Police Commission.

### **ADDITIONAL INFORMATION**

- *NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*