

COMMUNITY SERVICE OFFICER

Recruitment #1702-2355PD-001

List Type Exempt

Requesting Department Milwaukee Police Department

Open Date 2/17/2017

Filing Deadline 3/10/2017 11:59:00 PM

HR Analyst Jeff Harvey

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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, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

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

1. At least 20 years old on or before **March 10, 2017**.
2. 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. *Note: Equivalent combinations of training and experience may be considered.*
3. Possession of a valid Wisconsin driver's license at time of background investigation and throughout employment.

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

Salary Range and Benefits

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

Selection Process

This is a non-management non-represented position which is 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.

Pre-Employment Tests -- Medical Examination, Psychological Evaluation and Drug Test

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.