

SEASONAL COMMUNITY SERVICE OFFICER

Definition:

Non-sworn, unarmed individual who will perform a variety of non-critical public safety duties in support of police operations, specifically in the Main Street, Hyannis business district area. Works out of Hyannis Station assigned to foot patrol, walking in pairs.

Work is conducted during day and early evening hours seven days a week during the summer season, 5 days on and two days off.

Work involves the delivery of non-emergency law enforcement duties, including but not limited to aiding persons needing assistance, addressing safety hazards, directing traffic, and alerting officers to criminal activity.

May assist sworn officers at accident or incident scenes as requested.

Supervision:

Works under the general direction of the shift commander. Will be assigned to work with the Community Impact Unit and directly supervised by unit commander. Receives oral and written instructions.

Work is performed in an independent manner where discretion and on-site decision-making must be exercised. Reports situations requiring police response immediately to Dispatch and/or sworn officer(s).

Job Environment:

Work is conducted predominantly outdoors, on foot, in all types of weather conditions, intermittently entering buildings as the job requires.

Work requires walking several miles per day.

Has frequent contact with police personnel and other town employees.

Work involves considerable public contact, sometimes under difficult circumstances.

Exposure to confidential information.

Must be available to work from the second week of June through Labor Day.

Essential Functions:

(The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Patrols the Main Street, Hyannis business district area on foot observing for criminal activity and suspicious behavior, safety hazards, and persons needing assistance. Upon observing suspicious activity responds according to training, to include requesting sworn officers or medical response and standing by until arrival.

Assists the Community Impact Unit in its work with target populations.

Provides first aid, to include CPR, AED, and Narcan™, to persons needing assistance.

Responds to citizen and business owner requests, as appropriate.

Assist sworn officers at the scene of an accident or incident as needed (i.e. directing traffic, collecting information, staying with victim, etc.).

Provides visitor information.

Assists with locating missing persons.

Assists individuals who have lost or had their personal belongings stolen.

Directs traffic as requested or as the need arises.

May issue parking tickets.

Performs various other law enforcement duties of a non-emergency nature as appropriate.

Recommended Minimum Qualifications:

Education and Experience

At least 18 years of age.

High school graduate or GED.

Valid driver's license.

Certified in CPR and basic first aid or have the ability to be.

Must pass police background investigation.

Knowledge, Ability and Skill:

Knowledge: General knowledge of laws and ordinances. Once trained, knowledge of police department rules and regulations, policies and procedures specific to the job.

Ability: Ability to stand and walk for extended periods. Ability to establish and maintain good working relationships with sworn officers, other employees, and the general public. Ability to communicate effectively, both verbally and in writing. Ability to operate a two-way radio and/or cell phone. Ability to work independently, make decisions, and use discretion.

Physical Requirements:

Must able to stand and walk for 90% of the time while on the job. Must be able to lift up to 50 lbs. Must be able to work out of doors with exposure to a variety of weather conditions and temperatures. Must be able to hear, see, and speak. Must be able to run.

(This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)