

BUFFALO COUNTY SHERIFF'S DEPARTMENT JOB DESCRIPTION
JANUARY 2012

I. JOB TITLE: COMMUNITY SERVICE OFFICER

II. CHARACTERISTICS OF THE JOB

1. UNDER GENERAL SUPERVISION, A COMMUNITY SERVICE OFFICER IS RESPONSIBLE FOR PROVIDING ENFORCEMENT AND OR ASSISTANCE OF SPECIFIC STATUTES, INFRACTIONS AND ORDINANCES, SUPPORTS DEPUTY SHERIFFS ON CALLS FOR SERVICE, HANDLES COMPLAINTS RELATING TO ENFORCEMENT OF IMPOUNDMENT AND COLLECTION OF DOGS, PARKING AND ABANDONED VEHICLES, PROVIDES TRAFFIC CONTROL, SERVES CIVIL PROCESS PAPERS, ASSISTS WITH HANDLING TITLE INSPECTIONS, MOTORIST ASSISTS, SECURITY CHECKS, DELIVERS MESSAGES AND EQUIPMENT, ASSISTS WITH SECURITY CHECKS, LITTERING AND DUMPING COMPLAINTS, PERFORMS PUBLIC SERVICE AND RELATIONS TASKS, ASSISTS WITH DEPARTMENT ADMINISTRATION FUNCTIONS, AND PERFORMS OTHER DUTIES AS PRESCRIBED BY HIS/HER SUPERVISORS.

III. JOB ESSENTIAL FUNCTIONS

1. PREPARE INVESTIGATIVE AND OTHER REPORTS; INCLUDING, SKETCHES, USING APPROPRIATE GRAMMAR, SYMBOLS AND MATHEMATICAL COMPUTATIONS.
2. GATHER INFORMATION RELATING TO INVESTIGATIONS AND CALLS FOR SERVICE BY INTERVIEWING AND OBTAINING THE STATEMENTS OF REPORTING PARTIES, VICTIMS, SUSPECTS, AND WITNESSES.
3. READ AND COMPREHEND LEGAL AND NON LEGAL DOCUMENTS, INCLUDING THE PREPARATION AND PROCESSING OF SUCH DOCUMENTS AS WARNINGS, CITATIONS, REPORTS AND OTHER OBSERVATIONS AND NOTATIONS.
4. SEE GROUPS OF LETTERS AND NUMBERS AND BE ABLE TO ACCURATELY RECORD THEM BY WRITING AND REPEAT THEM BY SPEAKING.
5. HANDLE AND SERVE CIVIL PROCESS PAPERS FROM THE COURT; DOCUMENT INFORMATION REGARDING TIMES AND LOCATIONS OF PERSONS SERVED; RETURN COMPLETED SERVICE SHEETS TO THE CIVIL PROCESS DIVISION WHEN COMPLETE.
6. READ LICENSE PLATES, HOUSE NUMBERS, STREET SIGNS, ETC., IN DAYLIGHT AND LIMITED LIGHT CONDITIONS.
7. MUST BE ABLE TO WORK A VARIETY OF SHIFTS, WHICH WILL INCLUDE NIGHTS, AFTERNOONS, AND DAYS; INCLUDING, WEEKENDS AND HOLIDAYS.
8. PERFORM ROUTINE OPERATIONS AND RESCUE FUNCTIONS WHICH MAY INVOLVE QUICKLY ENTERING AND EXITING LAW

ENFORCEMENT VEHICLES; LIFTING, CARRYING, AND DRAGGING HEAVY OBJECTS; CLIMBING OVER AND PULLING UP ONESELF OVER OBSTACLES; JUMPING DOWN FROM ELEVATED SURFACES; CLIMBING THROUGH OPENINGS; JUMPING OVER OBSTACLES, DITCHES, AND STREAMS; CRAWLING IN CONFINED AREAS; BALANCING ON UNEVEN OR NARROW SURFACES, AND USING BODY FORCE TO GAIN ENTRANCE THROUGH BARRIERS; STAND OVER EXTENDED PERIODS OF LENGTHS OF TIME AND BE ABLE TO WALK OVER DIFFERENT TERRAIN AND INCLINES.

9. WORK OUTDOORS IN DAYLIGHT AND DARKNESS AND IN ALL TYPES OF WEATHER EXTREMES.
10. PERFORM FUNCTIONS AT ACCIDENTS, EMERGENCIES AND DISASTERS TO INCLUDE DIRECTING TRAFFIC FOR LONG PERIODS OF TIME, ADMINISTERING LIMITED EMERGENCY MEDICAL AID, ADMINISTERING CPR, LIFTING, DRAGGING AND CARRYING PEOPLE AWAY FROM DANGEROUS SITUATIONS AND SECURING AND EVACUATING PEOPLE FROM PARTICULAR AREAS.
11. EXTINGUISH SMALL FIRES BY USING A FIRE EXTINGUISHER AND/OR OTHER APPROPRIATE MEANS.
12. INSPECT VEHICLES FOR TITLE INSPECTIONS.
13. PICK-UP AND DELIVER EQUIPMENT AND OTHER NECESSARY MATERIALS AT THE REQUEST OF DEPARTMENT PERSONNEL.
14. INVESTIGATE AND/OR ASSIST WITH CALLS FOR SERVICE RELATING TO LITTERING AND DUMPING, PARKING AND ABANDONED VEHICLES, AND MOTORIST ASSISTS.
15. ASSIST IN PROVIDING CERTAIN SUPPORT FUNCTIONS RELATING TO MESSAGE AND DOCUMENT DELIVERY, PRISONER TRANSPORT ASSISTANCE AND PUBLIC RELATIONS DUTIES.
16. ASSIST IN ADMITTING OR RELEASING VEHICLES FROM IMPOUND LOT DURING NORMAL BUSINESS HOURS UPON REQUEST OF DEPUTIES OR OTHER PERSONNEL.
17. PERFORM SEARCHES OF VEHICLES, BUILDINGS, AND OUTSIDE AREAS WHICH MAY INVOLVE STANDING, DETECTING OBJECTS, WALKING FOR LONG PERIODS OF TIME, AND SECURING AND COLLECTING CERTAIN ITEMS WHICH MAY RELATE TO SEIZED OR RECOVERED PROPERTY.
18. OPERATE A LAW ENFORCEMENT VEHICLE DURING BOTH DAY AND NIGHT; IN EMERGENCY SITUATIONS INVOLVING TRAFFIC CONTROL DUTIES, IN CONGESTED TRAFFIC, AND ON UNSAFE ROAD CONDITIONS CAUSED BY FACTORS SUCH AS FOG, SMOKE, RAIN, WINTER OR OTHER EXTREME WEATHER CONDITIONS.
19. LOAD, UNLOAD, AIM AND FIRE FROM A VARIETY OF BODY POSITIONS A RIFLE UNDER CONDITIONS OF STRESS THAT JUSTIFY THE IMMEDIACY OF PROTECTING THEMSELVES AND/OR OTHERS FROM A DANGEROUS, VICIOUS, THREATENING ANIMAL OR

GRIEVOUSLY INJURED ANIMAL AT LEVELS OF PROFICIENCY PRESCRIBED BY THE FIREARMS INSTRUCTOR.

20. COMMUNICATE EFFECTIVELY AND COHERENTLY OVER LAW ENFORCEMENT RADIO CHANNELS WHILE INITIATING AND RESPONDING TO RADIO TRAFFIC COMMUNICATIONS.
21. SPEAK ON THE PORTABLE RADIO AND TELEPHONE SO AS TO BE EASILY UNDERSTOOD; RECEIVE AND RETURN TELEPHONE CALLS.
22. HEAR VOICE CONVERSATIONS AND RADIO TRANSMISSIONS.
23. EXERCISE INDEPENDENT JUDGMENT IN DETERMINING WHEN THERE IS REASONABLE SUSPICION AND/OR PROBABLE CAUSE TO SUPPORT DISCRETION TO INVESTIGATE AND ENFORCE LAWS AND ORDINANCES AND HANDLE CALLS FOR SERVICE IN ACCORDANCE WITH STANDARD DEPARTMENTAL POLICY.
24. WORK AND PERFORM DUTIES WITHOUT DIRECT SUPERVISION AND BE ABLE TO INDEPENDENTLY MAKE DECISIONS WHILE UNDER CRITICAL TIME CONSTRAINTS.
25. EFFECTIVELY COMMUNICATE WITH PEOPLE; INCLUDING JUVENILES, BY GIVING INFORMATION, DIRECTIONS, AND GENERAL REFERRALS, MEDIATING DISPUTES, ADVISING OF ISSUES RELATING TO PROCEDURES, DUE PROCESS, AND OFFICIAL ACTIONS OF THIS DEPARTMENT.
26. DEMONSTRATE COMMUNICATIONS SKILLS IN COURT AND OTHER FORMAL SETTINGS.
27. ENDURE VERBAL AND MENTAL ABUSE WHEN CONFRONTED WITH THE HOSTILE VIEWS AND OPINIONS OF SUSPECTS AND OTHER PEOPLE ENCOUNTERING IN AN ANTAGONISTIC ENVIRONMENT.
28. MUST BE ABLE TO CONTROL HER/HER EMOTIONS AND BIASES WHILE FULFILLING HIS/HER DUTIES. THIS INCLUDES DIRECT CONTACT WITH PERSONS WHO ARE UPSET AND ANGRY AND PERSONS OF DIVERSE CULTURE, SOCIO-ECONOMIC, ETHNIC, RACIAL, AND SEXUAL BACKGROUNDS.
29. MUST BE ABLE TO MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH OTHER WORKERS. MUST BE ABLE TO WORK IN A STRESSFUL, LARGE WORKLOAD, ENVIRONMENT.
30. MUST MAINTAIN THE CONFIDENTIALITY OF INFORMATION HE/SHE IS EXPOSED TO WHILE PERFORMING HIS/HER DUTIES. A COMMUNITY SERVICE OFFICER MUST BE TRUTHFUL AND HONEST IN ALL FACETS OF PERFORMING HIS/HER DUTIES.

IV. EXAMPLE OF DUTIES

1. INVESTIGATE AND ENFORCE PARKING, ABANDONED VEHICLES, FOUND AND RECOVERED PROPERTY, MOTORIST ASSISTS, LITTERING AND/OR DUMPING, AND ANIMAL COMPLAINTS.
2. CAPTURE, TRANSPORT AND IMPOUND STRAY ANIMALS IN

ACCORDANCE WITH PROCEDURE OR AT THE DIRECTION OR REQUEST OF A SUPERVISOR.

3. DIRECT MOTOR VEHICLE AND PEDESTRIAN TRAFFIC.
4. DELIVER MESSAGES AND EQUIPMENT IN SUPPORT OF DEPARTMENTAL FUNCTIONS.
5. TRANSPORTS VEHICLES AND EQUIPMENT AS NEEDED IN SUPPORT OF DEPUTIES OR THEIR DUTIES.
6. ASSISTS DEPUTIES IN SUPPORT ROLE FOR TRAFFIC AND CRIMINAL CALLS FOR SERVICE.
7. PROVIDES GENERAL ASSISTANCE TO MOTORISTS AND CITIZENS.
8. RESPONSIBLE FOR GATHER CERTAIN ITEMS OF EVIDENCE AND/OR PROPERTY AND PROPER DOCUMENTING, ROUTING AND HANDLING SAME.
9. INTERVIEW PERSONS AND PREPARE APPROPRIATE REPORTS.
10. APPEAR IN COURT TO PRESENT EVIDENCE AND TESTIFY TO SAME.
11. SERVE ALL PAPERS OF THE COURT AS DIRECTED.
12. INSPECT VEHICLES FOR TITLE INSPECTIONS AT OFFICE OR CAR DEALERS PLACE OF BUSINESS AS REQUESTED.
13. CONDUCTS TRAFFIC OR OTHER LAW ENFORCEMENT SURVEYS AS DIRECTED BY THE SHERIFF.
14. ADDITIONAL DUTIES AS REQUIRED OR DIRECTED BY THE SHERIFF.

V. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. KNOW THE PHILOSOPHY OF THE BUFFALO COUNTY SHERIFF'S DEPARTMENT.
2. KNOW THE OBJECTIVES OF THE BUFFALO COUNTY SHERIFF'S DEPARTMENT.
3. HAVE COMPLETE KNOWLEDGE OF THE POLICIES AND PROCEDURES GOVERNING THE BUFFALO COUNTY SHERIFF'S DEPARTMENT.
4. CONTINUE EDUCATION TO MAINTAIN AN UP-TO-DATE KNOWLEDGE OF CURRENT TRENDS AND DEVELOPMENTS IN MAINTENANCE TECHNIQUES.
5. MAINTAIN PROPER COMMUNICATION WITH ALL PERSONNEL AND IN DOING SO, ENSURE THAT A WORKING RELATIONSHIP IS MAINTAINED AT ALL TIMES.
6. MUST BE OF GOOD MORAL CHARACTER.

7. MAINTAIN TWO-WAY COMMUNICATION WITH OTHER DEPARTMENTS.
8. FOSTER GOOD PUBLIC RELATIONS WITHIN THE COMMUNITY.
9. WILL HAVE A THOROUGH KNOWLEDGE OF FEDERAL, STATE, COUNTY, AND CITY RESOLUTIONS.
10. MUST COMPLETE ALL TRAINING REQUIRED AS PRESCRIBED BY STATE STATUTE AND DEPARTMENT GUIDELINES.

VI. QUALIFICATIONS

1. AGE OF 21 YEARS OR OLDER.
2. HIGH SCHOOL GRADUATE OR GED.
3. POSSESS A VALID NEBRASKA DRIVERS LICENSE.
4. NO FELONY OR SERIOUS MISDEMEANOR CONVICTIONS.
5. NO CONVICTIONS FOR DRIVING WHILE INTOXICATED OR RELATED OFFENSES IN THE PAST 24 MONTHS.
6. MUST BE OF GOOD MORAL CHARACTER.
7. MUST BE ABLE TO READ, WRITE, AND UNDERSTAND THE ENGLISH LANGUAGE AT THE ELEVENTH GRADE LEVEL.
8. MUST BE ABLE TO SUCCESSFULLY PASS A POLYGRAPH EXAMINATION.
9. MUST BE ABLE TO SUCCESSFULLY PASS A PSYCHOLOGICAL EXAMINATION.
10. MUST BE ABLE TO SUCCESSFULLY PASS A DRUG SCREEN TEST.

VII. SPECIAL REQUIREMENTS

1. MUST MEET THE GUIDELINES AND RULES SET FORTH IN THE BUFFALO COUNTY EMPLOYEE MANUAL.