

**City of Union Gap
Position Description**

Job Title:	Community Service Officer (CSO)
Department/Division:	Police
FLSA Status	non-exempt
Union Status:	TBD
Approval/Revision Date:	January 2, 2018

GENERAL PURPOSE:

This position performs a variety of routine and complex work in the interpretation and enforcement related to animal control and adopted nuisance codes.

SUPERVISION RECEIVED:

Works under the general guidance and direction of the Police Lieutenant.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties may be assigned as needed.

1. Enforces municipal ordinances and other regulations related to animal control, including patrolling city to detect loose animals, impounding them or issuing citations or warnings to owners; responding to and investigating complaints relating to leash law violations, and vicious, lost, stray, injured, abused or deceased animals.
2. Periodically patrols or inspects an assigned area to monitor for violations of codes. Responds to complaints of potential code violations relating to nuisances, or other code related matters.
3. Conducts field investigations of potential violations; gathers evidence; questions complainants, witnesses and suspects; compares facts to code requirements; issues warnings, correction notices, or citations.
4. Prepares detailed reports of activities and investigations made; consults with prosecutors and prepares case reports for court action; testifies in court.
5. Prepares, maintains, and updates files and other records related to assigned duties.
6. Drafts and distributes a variety of correspondence, memoranda, notices, flyers, brochures, media releases, and reports relating to code enforcement issues and actions.

KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic functions of, policies, laws, regulations, and operations of animal control and local code programs.
- Court rules and procedures.
- Control a variety of animals in routine and hostile situations.

- Learn pertinent state and local laws and departmental procedures and policies related to assigned duties; interpret, apply, and explain laws, regulations, and procedures.
- Work in compliance with Federal and State laws, city policies and city standards in assigned operations; safely operate vehicles and equipment in routine and emergency situations.
- Operate personal computer; learn to operate specialized computer systems and applications that support the animal control and code enforcement function.
- Provide excellent customer service, in frequently stressful situations, to customers.
- Analyze situations quickly and objectively recognize threats and potential dangers and determine the proper course of action.
- Read, write and speak the English language with sufficient proficiency to communicate effectively in person, over police radios, and through written reports.
- Maintain confidentiality of business records and other information.
- Work independently in the field following established procedures and specific directions and instructions.
- Ability to prepare, organize and maintain inspection field data, reports and systems

QUALIFICATIONS

Experience:

No previous experience required.

Education and Training:

High school diploma or GED certificate is required.

Licenses or Certificates:

- Must possess, or obtain by the date of hire, a current and valid Washington State Driver's License.
- Must have successfully completed, or have the ability to complete within six months of hire date, the Washington State Animal Control Academy.

Other Qualifications:

- Must be able to successfully pass to City standards an extensive background check, including a polygraph examination.
- Must be at least 21 years of age by date of application.
- Must not have been convicted of a felony offense.
- Must be a United States citizen by date of application.
- Must be able to work a variety of scheduled shifts including nights, weekends and holidays

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing and data base software; calculator; motor vehicle; phone; mobile or portable radio; copy machine; fax machine; personal protection equipment, catch pole, baton, pepper spray.

PHYSICAL DEMANDS / WORKING CONDITIONS:

The physical demands and characteristics of the work environment described here are representative of those occurring in the performance of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must be able to lift up to 25 pounds on a frequent basis; lift 25 to 75 pounds on an occasional basis; and lift and/or move 75 - 150 pounds rarely or in emergency situations. Specific vision abilities required by this job include close vision, color vision, night vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

This position works both in an office and outside in a variety of weather conditions. The employee regularly works in or near moving traffic and is occasionally exposed to fumes or airborne particles, or toxic or caustic chemicals. The employee may be exposed to vicious or otherwise dangerous animals. The noise level in the work environment is usually moderate to loud.

This position works a regular schedule; however, incumbents may be called in to work at irregular times in emergency situations.

This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.