

# Job Description

## Human Resource Use Only

**Position Number:** 10036  
**Step/Grade - E**  
**Effective Date:** 12/2013  
**Revision Date:** 01/2020

### POSITION IDENTIFICATION

**Position Title:** Community Service Worker  
**Department:** Police  
**Status:** Full time / Non-Exempt  
**Normal Workweek:** Mon - Fri

### SUPERVISORY RELATIONSHIPS

**Reports to:** ~~Dayshift Captain~~ Assistant Police Chief – Support Division  
**Directly Supervises:** No supervisory responsibilities.

### POSITION PURPOSE

The Community Service Worker performs a variety of tasks in support of law enforcement activities, serves as liaison between police department and the community.

### ESSENTIAL DUTIES

- Assists with miscellaneous departmental duties, such as running errands, delivering mail, conducting group tours of department.
- Does parking enforcement by issuing parking tickets, warnings, and related reports.
- Picks up stray dogs and cats and takes them to designated animal shelters or pound facilities.
- Does follow up investigation on unlicensed dogs and cats.
- Picks up abandoned or recovered property.
- Fills out or dictates appropriate police reports.
- Fills in as school crossing guard as required.
- Participates in departmental training as required.
- Assists citizens as needed.
- Keeps police department vehicle fleet clean and in orderly condition.
- Directs Manitowoc Police Department Interns.

### OTHER DUTIES

- Does other related duties as assigned.

### MINIMUM POSITION QUALIFICATIONS

**Education:** High school diploma or equivalent required; two-year Associate Degree preferred or equivalent combination of education and experience as determined by employer.

**Certifications/Licenses:** Must possess or be able to obtain by time of hire a valid State of WI driver's license without record of suspension or revocation in any state;

**Other Requirements:** Must be 18 years or older at time of employment. No felony convictions and/or disqualifying criminal history

## **KNOWLEDGE, SKILLS, & ABILITIES**

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This position must possess the ability to learn the applicable laws, ordinances and department rules and regulations; communicate effectively both orally and in writing; establish and maintain effective working relationships with peers and supervisors; learn the City's geography; and the ability to drive an automobile. This position must possess basic computer skills; written and oral linguistic abilities in English; understand and carry out complex oral and written instructions; perform calculations of addition, subtraction, multiplication, division; and the ability to use and understand personal computers and various software programs in a windows environment.

## **BACKGROUND CHECK**

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Condition of employment

## **PHYSICAL DEMANDS**

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The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Manual Dexterity:** The employee is required to use hands to finger, handle or operate objects, tools or controls, reach with hands and arms. The ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements in the operation of a computer keyboard and telephone.

**Physical Effort:** The employee is frequently required to sit, talk and hear. The employee is required to stand, walk, climb or balance, stoop, kneel, crouch or crawl and taste or smell. The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include; close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The ability to drive an automobile is required, as is the ability to operate equipment and machinery requiring simple periodic adjustments, such as replacing lights and windshield wipers on vehicles; good powers of observation and memory are also required.

**Working Conditions:** While performing the duties of this job, the employee is regularly exposed to an indoor environment common to municipal buildings. The employee is occasionally exposed to wet, cold, heat and/or humid conditions.

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This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.