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# Job Description

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| **Title: Community Service Officer**  | **Dept: Police (Non-sworn civilian Position)** | **Class: Non-Exempt** |

**SUPERVISION**

The Community Service Officer works under the direct supervision of the Geneseo Police Department, specifically the Chief of Police and/or designee.

ESSENTIAL FUNCTIONS

1. The functions listed describe the primary purpose of this job. Specific duties or tasks may vary and be documented separately. The employee might not be required to perform all functions listed. Additional duties may be assigned, and functions may be modified, according to necessity.
2. All assigned duties or tasks are deemed to be part of the essential functions, unless such duties or tasks are unrelated to the functions listed, in which case they are deemed to be other (non-essential) functions.
3. Employees are held accountable for successful job performance. Job performance standards may be documented separately through a performance appraisal process, and may include functions, objectives, duties or tasks not specifically listed herein.
4. In performing functions, duties or tasks, employees are required to know and follow safe work practices, and to be aware of city policies and procedures related to job safety, including safety rules and regulations. Employees are required to notify superiors upon becoming aware of unsafe working conditions.
* All functions, duties or tasks are to be carried out in an honest, ethical and professional manner, and to be performed in conformance with applicable City policies and procedures. In the event of uncertainty or lack of knowledge of City policies and procedures, employees are required to request clarification or explanations from superiors or authorized City representatives.

The Community Service Officer carries out the Code Enforcement of nuisance city ordinance violations and detailed tasks of the job with moderate autonomy, under the daily supervision of the Geneseo Police Department. The Community Service Officer is expected to prioritize his/her own work schedule to meet the legal and policy requirements set forth by law and actions of the City Council and Mayor. Other Department heads can request action from the Community Service Officer by contacting the Chief of Police and/or designee.

1. Code Enforcement for violations of the City of Geneseo Ordinances.
2. Responsible for maintaining his/her city assigned patrol vehicle.
3. Investigates complaints of code violations.
4. Serves as a Part-Time School Crossing Guard as needed.
5. Handles animal complaints.
6. Investigates animal bites and completes the State of IL requirements on reporting.
7. Completes impoundments of loose/lost animals and their release to the Humane Society or owner.
8. Processes daily activities by completing a detailed report, including quality checking own his/her own work, and working with police department staff for data entry into the records management system as needed.
9. Responds and handles a variety of registration violations.
10. Enforces parking violations.
11. Represents the department at City of Geneseo Municipal and/or Henry County Court hearings as required.
12. Vehicle Reclamation duties as assinged
13. Maintains IL state license for Animal Control

QUALIFICATIONS AT ENTRY

Additional qualifications may be specified and receive preference, depending upon the nature of the position.

**Education/Experience:**

* Possession of a valid Illinois Driver’s License.
* High School Diploma or GED equivalent.
* Ability to understand written and oral instructions.

**Additional Eligibility Qualifications:**

* Experience in developing positive, cooperative and supportive relationships.
* Experience in facilitating open and effective sharing of information.
* Excellent communication & interpersonal skills.
* Experience in law enforcement, Secretary of State operations and/or animal care.
* Passing less than full access for our LEADS 3.0 database.

**Competencies (as demonstrated through experience, training, and/or testing**):

**Knowledge of:**

* City of Geneseo Ordinance violations.
* Basic working knowledge of computer systems to include Microsoft Word/Excel, and spreadsheet software.
* IL vehicle code violations and criminal statue violations.
* Basic knowledge of animal care.
* Geographic layout of the City of Geneseo.

**Ability to:**

* Effectively patrol for nuisance violations and observe violations of City Ordinances.
* Effectively communicate with citizens and City of Geneseo staff, both written and verbally.
* Effectively document violations on written forms and notices.
* Effectively maintain his/her records for court proceedings
* Comprehend and apply City of Geneseo Ordinances, Illinois Compiled Statues, and the Illinois Vehicle Code.
* Work under pressure and/or meet deadlines.
* Effectively investigate code violations.
* Effectively follow up with complainants and violators.
* Investigate and work to resolve ordinance violations.
* Complete required State of IL mandated reports
* Attend trainings as a representative of the Department

WORKING CONDITIONS (Physical/Mental Demands)

## With or without reasonable accommodation, requires the physical and mental capacity to perform all essential functions. In addition to other demands, the demands of the job include:

* Maintaining composure in dealing with citizens, City staff, elected officials, and others, occasionally in high pressure situations.
* Must undergo and meet City standards for background and reference checks, including fingerprint-based screening and controlled substance testing.
* Ability to learn and use a CAD/RMS system for reports.
* Ability to use communication technology such as portable radio.
* Confidential information safeguarding on a routine basis.
* Regular talking and hearing.
* Frequently sitting in a vehicle and in an office environment.
* Frequent walking, reaching with hands and arms, stooping, kneeling, and crouching.
* Occasional lifting and/or moving up to 20 pounds and occasionally up to 40 pounds.
* Close vision, distance vision, and ability to adjust focus.

**Position Type/Expected Hours of Work:**This is a part-time position with flexible hours, typical office hours consist of Tuesday through Thursday from 8:00am to 12:00 pm. Significant weather events and summer hours can change the work schedule, as determined by the Chief of Police.

**Residency**The selected candidate must reside within 30 miles of City Hall within six months of employment in the role.

**Travel:**Travel is primarily local during the standard workday, although some out-of-the-area travel may be expected for necessary job training.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Classification History

Updated 09/11/2025