

CITY OF FRANKLIN
Job Description

Job Title:	Community Service Officer (CSO)
Department:	Police
Appointing Authority:	Chief of Police
Reports To:	Sergeant of Police
Salary Grade:	N/A
FLSA Status:	Non-Exempt
Prepared By:	Rick Oliva, Chief of Police
Prepared Date:	December, 2022
Approved By:	Common Council
Approved Date:	April 3, 2023

Summary

The position of Community Service Officer (CSO) is a civilian, non-sworn, employee of the Franklin Police Department performing work that supports basic law enforcement operations in exchange for gaining hands-on practical experience while pursuing post-secondary education in law enforcement. A CSO may be afforded an opportunity to transition to a sworn officer position with the agency. The CSO program will enhance the services provided by the Franklin Police Department to allow sworn-personnel the ability to better serve and perform their duties.

Essential Duties and Responsibilities

Essential duties and responsibilities include the following. Other duties may be assigned.

Performs a variety of clerical and administrative duties in support of sworn personnel.

Staffs and monitors the front complaint desk.

Takes walk-in complaints.

Receives, documents, resolves and responds to low priority calls related to abandoned vehicle complaints, animal complaints, found property complaints, and other complaints not requiring the response of a law enforcement officer.

Performs routine vehicle/bicycle patrol conducting business checks, reporting observed offenses, etc.

Assists sworn personnel with crash and crime scenes.

Provides traffic direction and control for accidents, disabled vehicles and road hazards.

Enforces City ordinances and parking regulations and issues citations accordingly.

Provides security for events including parades, National Night Out, etc.

Assists with booking and monitoring cell block detainees.

Fingerprints citizens and applicants.

Operates office computer/applicable software systems to gather information, write incident reports and document activities.

Assists maintenance and mechanics with supply runs; Delivers and gathers supplies and equipment to and from surrounding agencies and companies.

Other similarly related duties as assigned by supervisors.

Supervision Received

Works under the close supervision of the Sergeant of Police.

Qualifications

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.

Education and/or Experience

High School diploma or equivalent. Eighteen (18) years of age or older. Enrolled in Criminal Justice, Police Science, or related law-enforcement degree program at an accredited college or university. Candidates must be actively pursuing a career as a sworn law enforcement officer; continued employment is contingent upon maintaining these requirements. Eligibility will continue up to one year after graduation.

Language Skills

Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should be competent in the use of an office computer/software including, but not limited to, Windows and Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook & Calendaring), etc.

Certificates, Licenses, Registrations

Valid Driver's License. Must maintain a good driving record throughout employment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here 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.

While performing the duties of this job, the employee may be exposed to fumes or airborne particles and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; toxic or caustic chemicals; risk of electrical shock; explosives and vibration. The noise level in the work environment is usually moderate.

Other Qualifications

Tools and Equipment: Police car, police radio, first aid equipment, personal computer, telephone, cell phone, fax, copy machine, calculator, and keyboard,

Other Skills and Abilities

Ability to work flexible hours, including nights and weekends (accommodations will be made for attending school).

Successful passing of a comprehensive police background check, medical examination and drug screening, and psychological screening.

Successful completion of in-house New CSO Training and Field Training.

Miscellaneous

The duties listed above are intended only 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.

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