



Job Title:	Neighborhood Services Officer		
Department:	Police Department	Division:	Neighborhood Services
FLSA Status:	Non-Exempt	Position Status:	Full-Time
Date Updated:	4/9/2019	Job Physical Level:	Moderate

General Purpose:

Performs technical and administrative duties related to animal control, parking enforcement, property and evidence management, code enforcement, and other support and emergency services for the Department.

Essential Duties and Responsibilities:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.

Enforces Municipal Ordinances that apply to animal control, parking, junk/abandoned vehicles, and nuisances.

Performs animal care duties for animals housed at the animal shelter contracted by the City. Works with animal welfare groups and vets to arrange adoption, relinquishments and euthanasia of animals received by the City.

Conducts foot and vehicular patrol of the City to detect violations of ordinances, hazards, and damaged utilities, and to be easily approachable for citizens.

Identifies and arranges for the removal and disposal of abandoned vehicles in accordance with Municipal ordinance and Colorado statutes.

Secures, tracks and disposes of property in the custody of the police department, as evidence for safekeeping or as found property in accordance with department policy, Municipal ordinance, or state Statute.

Accurately reports facts of an investigation orally and in written form using electronic media as well as pen and paper.

Communicates effectively with citizens and officers in a variety of situations.

Provides support to police officers, as needed, in the performance of their duties.

Conducts public education programs on a variety of topics as assigned.	
Other Duties and Responsibilities:	
Performs other duties as required.	
Job Qualifications	
Required Education and Experience:	Must have a high school diploma or GED, College experience preferred.
Other Necessary Requirements:	<p>Successfully complete department training program, established for Neighborhood Services.</p> <p>Complete Criminal Justice Information Services (CJIS) security awareness training, upon appointment.</p> <p>Must possess a valid Colorado driver's license and safely operate a vehicle to perform one or more essential functions.</p> <p>Must pass a thorough background investigation. Applicants with a record of conviction for serious misdemeanors may be disqualified. Must be honest, truthful, trustworthy and possess a high degree of personal integrity.</p> <p>Must submit to employee fingerprint verification and tracking through Colorado Bureau of Investigation. Per Criminal Justice Information Services (CJIS) Security Policy 5.12.1.1.3., no person with a felony conviction may have access to CCIC/NCIC generated information. As the position will have access to police reports, case files and areas of the police department that contain information and printouts from CCIC/NCIC no felony convictions are allowed.</p> <p>Neighborhood Services has three focused assignments; Property/Evidence, Code Enforcement and Animal Enforcement. Based on primary assignment employee will within one year of appointment obtain and maintain basic level certification from a state or professional organization. Employees may obtain certification in more than their primary assignment.</p>

<p>Necessary Knowledge, Skills and Abilities:</p>	<p><u>Knowledge:</u></p> <p>Animal Behavior - Must have a working knowledge of animal behavior and animal care procedures.</p> <p>Computers - Must be capable of operating computer programs in use by the police department.</p> <p>Confidentiality - Must demonstrate an understanding of and practice the confidentiality of information.</p> <p>Legal Parameters - Must have a working knowledge of criminal and traffic laws in the City Code and state statute within six months of employment.</p> <p><u>Skills:</u></p> <p>Vehicle Operation - Must be capable of safely operating motorized and non-motorized department vehicles under normal conditions.</p> <p>Typing - Must be capable of typing a minimum of 20 words per minute corrected within six months of employment.</p> <p><u>Abilities:</u></p> <p>Mathematics - Ability to complete accurate mathematical calculations as may be required of the position.</p> <p>Reasoning - Ability to exercise independent judgment in emergency and non-emergency situations in accordance with departmental rules and regulations. Ability to cope with emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent and nature of the emergency aid requests. Ability to quickly make assessments of emergency and non-emergency situations, determine appropriate responses and act assertively; cope with situations firmly, courteously, and tactfully. Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands, perform duties with a minimum of supervision. Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives.</p> <p>English Language Comprehension and Language - Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held. Ability to advise and interpret how to apply policies, procedures and standards to specific situations. Ability to utilize a variety of advisory data and information such code manuals, City ordinances, directories, State statutes, procedures, guidelines and non-routine</p>
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	<p>correspondence. Ability to communicate orally and in writing with City personnel, Department personnel and general public. Ability to establish effective working relationships with court officials, business persons, public organization representatives, attorneys, other law enforcement personnel and the general public. Ability to quickly make assessments of emergency situations, determine appropriate responses and act assertively; cope with situations firmly, courteously, and tactfully. Skill in public speaking.</p>
Working Conditions	
<p>Work Environment:</p>	<p>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.</p> <p>This position has been determined to be an exposure risk to biohazards associated with blood-borne pathogens, HIV, AIDS, hepatitis B, air-borne transmissions of tuberculosis and other bio-hazards. Employees are advised that exposure to a biohazard may result in severe illness or death. Employees are required to use protective equipment and clothing. Inoculation may be required to prevent or treat exposures to biohazards.</p> <p>This position has been determined to be an exposure risk to chemical or explosive hazards. Employees are advised that exposure to chemical or explosive hazards may result in severe illness or death. Employees are required to use protective equipment and clothing when exposed to these risks.</p> <p>This position has been determined to be an exposure risk to dangerous or diseased animals as part of animal control or code enforcement activities. Employees are advised that exposure to animals may result in injury, illness or death. Employees are required to use protective equipment and clothing when exposed to these risks.</p>

<p>Physical Activities:</p>	<p>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.</p> <p>While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.</p> <p>Must be physically capable of lifting and carrying 50 pounds. Property impounded by the department may be stored in the evidence vault, in the municipal hall basement or on the second floor of the City shops. Storage methods include the floor, floor to ceiling shelves or hooks mounted in the ceiling. Storage areas are not for public access and elevators are not available.</p> <p>Specific vision abilities required by this job include close vision and the ability to adjust focus.</p> <p>Must be capable of sitting in a vehicle or office for extended periods.</p> <p>Must be physically capable of examining vacant lots for violations. This may include: height of weeds, accumulation of trash, dumping of potentially hazardous materials.</p> <p>Must be physically capable of examining a motor vehicle for identification numbers. This may include vehicles parked on vacant lots, impound yards, or junk yards. Identification numbers may be on dashboards, under the hood on the firewall, on frame members, or underneath vehicles.</p> <p>Must have vision capabilities, either corrected or uncorrected, to read printed material on computer monitors, handwritten information and typed information. Must be able to correctly distinguish the colors of motor vehicles, clothing, and traffic signs.</p> <p>Must possess the cognitive ability to determine an acceptable course of action relating applicable laws and policies to actual situations.</p> <p>Must be able to perform divided attention tasks such as drive a vehicle and talk on the radio or interact with several persons at one time.</p> <p>Must be capable of hearing and understanding multiple conversations in person, over the telephone or radio at normal conversation levels. An example of this would be the ability to talk on the phone and monitor radio traffic.</p>
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