

## **TOWN OF WAYLAND POSITION DESCRIPTION**

**Title:** Community Services Officer

**Department:** Police

**Appointing Authority:** Town Administrator  
**Assignment:** Chief of Police

**Affiliation:** Wayland Police Officers Union

**Grade:** P-1

**Personnel Board Approved:** 1/8/07

### **Summary of Duties**

Administrative and technical work related to the operation of the police department in accordance with state and local statutes and regulations; all other work as defined in the police officer job description; all other related work as required.

### **Supervision Received**

Works under the general direction of the Police Chief or his designee and in accordance with applicable Massachusetts General Laws and departmental rules, regulations, and policies; requires ability to plan and perform operations and complete tasks according to a prescribed time schedule.

Performs varied and responsible functions requiring considerable independent judgment and application of state and federal laws to frequently changing conditions and problems.

### **Supervision Exercised**

None

### **Job Environment**

Work is generally performed under office and field conditions; may be required to work outdoors with exposure to variable weather conditions and exposure to hostile and potentially hazardous conditions associated with criminal conduct.

May be required to work outside of normal hours to accommodate workflow and emergency situations.

Operates a motor vehicle, medical equipment, computer, standard office equipment as well as all departmental issued police equipment.

Makes frequent contact with the general public, other town departments and state and federal officials; communication is by telephone, personal discussion, e-mail and other written correspondence.

Errors could result in personal injury or loss, serious delays and confusion in processing and/or recording important information with legal repercussions. Errors could also result in poor employee and public relations.

### **Essential Functions**

*The essential functions or duties listed below are intended only as an illustration 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 of the position.*

Performs all the duties of a patrol officer.

Oversees all aspects of the community relations function of the police department by implementing and maintaining programs for the general public; fosters the relationship between the police department and specific segments of the community, such as, businesses, seniors, children and teenagers.

Assists in maintaining the department's website; provides continuous updates to facilitate communication to the public.

Maintains traffic accident crash data and works with the community to minimize motor vehicle accidents by providing recommendations for road or signage improvements.

Maintains the police department's burglar alarm billing system and works with the community and the department to keep the number of false burglar alarms at a minimum.

Writes grant proposals; upon award to the department; administers grants and performs any necessary follow-up work associated with grants.

Acts as secondary Court Prosecutor on an as needed basis when regular Court Prosecutor is unavailable.

Performs various administrative functions and tasks as needed.

### **Recommended Minimum Qualifications**

#### **Education:**

High School education; baccalaureate degree in criminal justice or related field preferred.

#### **Experience:**

Familiarity with police administration, crime prevention, community policing and youth services; minimum of three years experience as a police officer.

**Substitution:**

An equivalent combination of education and experience.

**Licenses/Certificates:**

None

**Knowledge, Abilities, Skills:**Knowledge:

Thorough knowledge of law enforcement principles, practices, methods and equipment.

Knowledge of departmental operations and functions, particularly in the area of community relations.

Knowledge of basic crime prevention methods and principles.

Ability:

Ability to communicate effectively in oral and written form. Must be an effective public speaker and be comfortable appearing before groups of people from the community.

Ability to work with community groups, the general public and state, local and federal officials.

Ability to manage workload and to effectively multitask and prioritize.

Ability to organize statistical information and records.

Skill:

Skill in the operation of departmental issued equipment and computer programs.

Excellent communication and customer service skills. Must be able to prepare detailed and complex written reports.

Skills in bookkeeping and account management.

**Physical Requirements**

Moderate and occasionally extreme, physical effort required to perform duties under office, field and variable weather conditions, with occasional exposure to occupational risks and hazards resulting from weapons and criminal activity. Vision and hearing at correctable to normal ranges. Ability to sit, stand and walk. May be required to stand for long periods of time when assisting the public. Infrequently may be required to carry or lift materials weighing in excess of 100 pounds.

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