

**JOB DESCRIPTION: COMMUNITY SERVICE OFFICER**  
**DEPARTMENT: EAST PENNSBORO TOWNSHIP POLICE DEPARTMENT**  
**CLASSIFICATION: NON-EXEMPT**  
**EFFECTIVE DATE: January 20, 2021**

I. PURPOSE

To identify the position of Community Service Officer and provide an expectation of the duties and responsibilities associated with this position within the East Pennsboro Township Police Department.

II. POLICY

It is the policy of the East Pennsboro Township Police Department to identify all positions utilized by the personnel of this Department.

A. Position Reports to:

Community Service Officer(s) report to their direct Shift Supervisor (Shift Sergeant, Officer in charge) as his/her first contact within the Chain of Command and are assigned to the Patrol Division of the East Pennsboro Township Police Department.

B. General Description:

The position of Community Service Officer is a non-certified position that does not carry lethal weapons or make custodial arrests. A Community Service Officer shall be of good moral character and conduct self in a manner that does not bring dishonor, discredit, or disgrace to this agency. The position of Community Service Officer is a Non-Civil Service, at-will, and part-time within the police department. Pay rates are determined by the Township.

Community Service Officers are tasked with the enforcement of all ordinances, such as but not limited to directing traffic, assisting at school crossings, investigation, and disposal of abandoned vehicles, parking tickets, animal calls, property maintenance and to conduct patrols including calls for service. The duties of a Community Service Officer shall be carried out according to departmental policy, rules, regulations, laws, ordinances, legal precedent, and accepted procedures. However, independent judgment in the application of standards, policies, and procedures to specific situations is required. Work is performed independently and requires courteous and tactful treatment of people sometimes under stress.

C. Supervision Received /Exercised:

1. A Community Service Officer receives general instruction/direction from the Shift Supervisor or through other supervisors in the Chain of Command.

2. A Community Service Officer, when assigned to assist with property maintenance, will coordinate and report enforcement activities on these issues to the Director of Community Development or his/her designee and to the Police Officer in Charge (OIC).

D. Community Service Officer Responsibilities:

1. Obey all orders and directives received from the Chief of Police, Lieutenant, Sergeant /designated Officer in Charge (OIC) or the Director of Community Development or his/her designee.

2. Identify ordinance and property maintenance violations, taking appropriate enforcement action when necessary, demonstrating self-initiated proactive enforcement.

3. Respond to calls for service; providing necessary assistance, and taking appropriate enforcement action when necessary while maintaining a calm and professional demeanor in the face of situations which have the ability to cause stress and discomfort.

4. Exercise independent judgment in determining when there is an ordinance or property maintenance violation and taking appropriate enforcement action.

5. Proficiently operate department-owned vehicles under stressful conditions during both day and night for long periods of time in emergency and non-emergency situations in all types of weather conditions.

6. Shall strive to effectively communicate at all times with all persons in a manner of understanding, professionalism and humility when practicable, by giving information and direction.

7. Ability to effectively communicate and present cases in all courts for violations of law, or other court proceedings as required

8. Maintain considerable knowledge and remain attentive of Township and Departmental Directives, Memorandums, Orders, Rules, Standard Operating Procedures and Policies.

9. Participate in in-service training and recertification programs including but not limited to CPR, First Aid, AED, policies and practice/tactical exercises to receive information and to develop skills as required by law, and/or supervisor.

10. Protect constitutional guarantees as well as demonstrate honesty and convey integrity to maintain public trust.

11. Respond to and take the appropriate action for calls for assistance and or service to other Agencies, Fire, EMS and Public Works having the ability to participate as a team player with an emphasis on shared knowledge and information.

E. Human Relations:

The Community Service Officer is responsible for providing the best possible service to the citizens of East Pennsboro Township and must possess knowledge of techniques for effectively communicating with and handling a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone to include the ability to communicate effectively with co-workers and the Chain of Command.

F. Typical Examples of Work:

1. Patrol

- a. Operate various law enforcement related equipment in accordance with state standards and departmental policy. Operate the department computers being knowledgeable with operating the department's current computer programs and records management system.
- b. Patrol assigned area for general purpose of ordinance and property maintenance enforcement. Patrol includes: Issuing parking tickets, citations for ordinance violations and property maintenance enforcement notices and participate in subsequent court proceedings; locating fires; reporting street hazards and other safety problems; checks of schools, parks and playgrounds. Also, be alert for all conditions that might endanger or hinder the safety, health or convenience of the public within his/her patrol area.
- c. Assist at traffic accidents including administering first aid and directing traffic.
- d. Respond to all calls for service with the ability to discern priorities and remain flexible in the face of ever changing circumstances.
- e. If assigned to operate a motor vehicle, see that it is well maintained mechanically and aesthetically and, operated in a safe and legal manner. Vehicles are to be kept clean both inside and out. Immediately report all defects and damages sustained to the Shift Supervisor completing all reports and forms that are required. Be able to effectively and coherently communicate over law enforcement radio channels while initiating and responding to radio communications. Maintain vehicle equipment and supplies. Additionally, operate the vehicle with due regard for the safety of yourself and others in addition to a manner that facilitates your duties.

- f. Be prepared for every shift and all tasks that may be asked of the officer by being physically and mentally fit for duty. This includes maintaining all duty gear, carrying necessary equipment. Ensure there are no outside influences or situations that will hinder ability to perform duties.
- g. Devote the maximum possible time to the performance of his/her responsibilities and assigned duties demonstrating time management skills during a shift to ensure maximum success, the promotion of accountability for the completion of assigned goals and objectives and exceptional service to the residents of East Pennsboro Township.
- h. Investigate abandoned vehicles, properly document and remove as necessary per established procedures.
- i. Assist with school crossing duties as assigned. Patrol school grounds when working during entry or dismissal times to help ensure safety of the students traveling to or from school grounds.
- j. Enforce East Pennsboro Building Maintenance Codes both through complaints and proactively and issue Non-Traffic Summary Citations as needed. This enforcement may include but not limited to obstructive vegetation at intersections as well as over township roadways and sidewalks, grass and weed violations, vehicles in the state of major disrepair, and snow and ice removal from sidewalks
- k. Respond to and assist with animal complaints, such as animals running at large, barking, not leashed etc. Transport animals to the kennels as assigned.

## 2. Service to Public

- a. Answer questions asked by the public, and when necessary, refer them to persons or agencies where they can obtain further assistance demonstrating the ability to interpret, apply, and explain complex laws, codes regulations and ordinances.
- b. Exert every effort to satisfy the needs of citizens requesting service, assistance or information, and courteously explain any instance where jurisdiction does not lie with the police department and suggest other procedures to be followed.
- c. Endure mental and verbal abuse when confronted with the hostile views and opinions of suspects and other people encountered.
- d. Handle situations firmly, courteously, tactfully and with respect to the rights of others.

### 3. Report Writing

- a. Be accountable for the securing, receipting, transportation and documentation of all animals and/or property coming into his/her custody, according to established departmental procedures.
- b. Complete reports of incidents in conformity with the procedures outlined in current directives for their accurate and complete preparation, using appropriate grammar.
- c. The ability to work independently and record all activity during his/her tour of duty in the manner prescribed by established procedures.

### 4. Miscellaneous Activities

- a. When directed or required to do so, serve or deliver summonses, subpoenas, and other official papers promptly and accurately. Also and, when required, testify in court.
- b. Exercise authority consistent with the obligations imposed by his/her oath of office and be accountable to his/her superior officers, promptly obeying legitimate orders. Be an effective team member to ensure continuity of purpose and maximum achievement of objectives. Communicate to his/her superiors and co-workers all information he/she may obtain, which is pertinent to the achievement of objectives.
- c. In accordance with all current policies, be available to report for duty in case of special needs or emergencies and respond punctually to duty.
- d. Maintain equipment in a functional, presentable condition, promptly correcting defects and report any serious defects to superior.
- e. Accomplish all duties assigned by the Community Service Officers Chain of Command.

## G. Required Knowledge, Skills and Abilities

1. Citizen of the United States and shall have graduated from an accredited high school or have an equivalent education acceptable to the Commonwealth of Pennsylvania standards.
2. Shall be 18 years of age upon date of application.

3. Be physically fit and capable to perform the duties of a Community Service Officer to include being physically active capable of lifting, carrying and dragging heavy objects up to 50lbs; climb over obstacles.
4. Know, understand and adhere to the Departmental Code of Conduct
5. Maintain proficiency with all assigned equipment.
6. Be responsible for meeting the standards set forth by the Department's Policy and Procedures, rules, and regulations and accepted procedures.
7. Possess a valid operator's license.
8. Achieve a working knowledge of East Pennsboro Township Ordinances and Property Maintenance Codes.
9. Considerable knowledge of the geography of East Pennsboro Township.

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Chief of Police

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Date

**DISCLAIMER:**

**THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK PERFORMED BY A PERSON ASSIGNED TO THIS POSITION. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED TO PERFORM THE JOB.**