

# CITY OF FORT PIERCE

## JOB OPENING/PROMOTIONAL OPPORTUNITY

**JOB TITLE:** COMMUNITY SERVICE OFFICER

(CRIME PREVENTION OFFICER)

**PAY RANGE:** 39

**DEPARTMENT:** POLICE

**ANNUAL SALARY:** \$25,771.20 - \$38,646.40

**POSITION(S):** 4

**HOURLY SALARY:** \$12.39 - \$18.58

*This is a temporary position, continued employment beyond FY 2016/2017 is dependent upon available funding for FY 2017/2018.*

### GENERAL DESCRIPTION:

Employees in this class perform work of average difficulty under the general supervision of a supervisor. The employee may be assigned to work in a variety of organizational units such as Community Policing Bureau, Duty Station, Public Information Office or other areas of need. Some employees are assigned a shift comprising of forty (40) hours per week, which might include nights, weekends, and holidays. General duties involve public speaking on crime prevention and other topics, writing of reports, and assisting the public. Citizen assistance is rendered in the form of providing information about safety, laws pertaining to criminal offenses and referrals within and outside the Police Department. Employees must exercise some initiative and independent judgment when deciding the appropriate means for handling calls and complaints from citizens and walk-ins. The employee is required to work effectively with all citizens, police officers, and local community and civic organizations. The employee will promote community responsibility, awareness, and cooperation among these groups. The work product will be reviewed through reports submitted, observations, conferences, and results obtained in reduction of crime and increased public safety.

### ESSENTIAL JOB FUNCTIONS:

1. Develop and maintain Neighbor Watch groups.
2. Develop, implement, and coordinate educational and cooperative programs for citizens, to include those living or working in high crime areas.
3. Assist in the investigation of complaints concerning Senior Citizens.
4. Assist in the resolution of community complaints.
5. Conduct crime prevention presentations with the community.
6. Forward information to the community on crime and crime trends.
7. Conduct residential and business security surveys.
8. Make referrals to Code Enforcement and other entities as needed.
9. Work with all citizens to include those living or working in high crime areas.
10. Work with citizens and police officers to gain an insight into crime and public safety problems.
11. Coordinate with local community and neighborhood civic organizations to promote a feeling of community responsibility, awareness, and cooperation.
12. Solicit suggestions from a variety of sources as to methods of reducing crime and increasing public safety.
13. Conduct research into crime prevention and public safety programs currently in operation in other cities to determine their adaptability to selected neighborhoods.
14. Work with other agencies and share information concerning public safety hazards or crime trends.
15. Correlate data and records to substantiate progress and prepare reports as required.

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COMMUNITY SERVICE OFFICER (Continued)  
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16. Receive, screen, and direct incoming phone calls to correct destination, and dispense information to the public.
17. Pass onto police officers various information by radio, memorandum, phone, and/or in person.
18. May assist police officers as back-up if they come upon a situation when necessary. Under no circumstances are they to respond in an emergency mode to assist another police officer, nor will they intentionally put themselves in jeopardy.
19. Perform other duties and assigned.

*(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)*

**MINIMUM QUALIFICATIONS:**

**Knowledge, Skills and Abilities:**

- Ability to follow oral and written instructions and arrive at sound decisions independently in accordance with established rules and regulations.
- Communicate with varied groups of citizens and civic organizations and speak effectively in public.
- Establish and maintain effective working relationships with other employees, officials, and the public.
- Maintain records and prepare and submit clear, concise, and accurate reports both orally and in writing.
- Some knowledge of Crime Prevention techniques.
- Working knowledge of the Fort Pierce Police Department (FPPD) and the City of Fort Pierce to provide accurate and timely information and referrals to citizens regarding the functions and services available.
- Ability to learn and interpret laws, statutes, ordinances, and standard operating procedures necessary to perform the job.
- Learn and satisfactorily perform various administrative, information, investigative, and traffic-related tasks as required.
- Operate office equipment; perform data entry and retrieval using a computer and various software programs.
- Operate a City vehicle, when necessary.
- Ability to cope with situations firmly, courteously and tactfully, and with respect for the rights of others.
- Ability to learn the geography of the City and its physical and social characteristics.
- Ability to pass a background investigation.
- Ability to analyze situations quickly and objectively and to determine a proper course of action to be taken.

**EDUCATION AND EXPERIENCE:**

- Graduation from an accredited high school or possession of an acceptable equivalency diploma. Preferably a minimum of six (6) months of office work experience, or an equivalent combination of training and experience.

*(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)*

**LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

- A valid Florida Driver's License with a good driving history.
- Crime Prevention Certification is desired but not required.

**ESSENTIAL PHYSICAL SKILLS:**

- Light to moderate (15 – 30 lbs.) lifting and carrying.
- May endure sustained acts of physical exhaustion and endure periods of duty under unfavorable situations.
- Meet all physical requirements needed to complete certification requirements.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to access, input, and retrieve information from a computer.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to enter data at a prescribed rate of speed.

**ENVIRONMENTAL CONDITIONS:**

- Works inside an office environment.
- Work outside in all kinds of weather.
- Work may include some hazardous and stressful conditions.

*(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)*

IF INTERESTED IN BEING CONSIDERED FOR THIS POSITION AND YOU MEET THE MINIMUM QUALIFICATIONS, PLEASE APPLY VIA FAX, E-MAIL, OR IN PERSON AT THE HUMAN RESOURCES DEPARTMENT AT 100 NORTH US 1, FORT PIERCE, FLORIDA, OR YOU MAY DOWNLOAD AN APPLICATION FROM THE CITY'S WEBSITE [cityoffortpierce.com](http://cityoffortpierce.com) ON OR BEFORE THE CLOSING DATE.

**OPENING DATE:    AUGUST 30, 2016**

**CLOSING DATE:    UNTIL FILLED**

**THE CITY OF FORT PIERCE IS AN EQUAL OPPORTUNITY EMPLOYER**