

# **COMMUNITY SERVICES OFFICER**

40400  
(Competitive)

## **DISTINGUISHING FEATURES OF THE CLASS**

The work involves assisting police officers by performing routine duties that do not require arrest powers. Incumbents in this class are trained in laws, procedures and techniques to the extent required to perform limited support functions. These functions typically involve assignments in the Airport Security and Traffic Enforcement Sections of the Uniform Bureau; infrequent assignments are made in the Communications and Central Records Divisions of the General Services Bureau. Assignments are received orally or in writing from a Police Officer or Sergeant. Work performance is monitored by direct observation and review of reports. No supervision is exercised in this class. Does related work as required.

## **TYPICAL WORK ACTIVITIES**

### **Airport Security Section**

Under direct supervision of a Police Officer, assists in maintaining security at the Hancock International Airport entry control point by observing passenger activity and the procedures of independent security forces.

Conducts routine security checks of the airport by verifying that the 52 perimeter gates are secure.

Conducts routine checks of airport parking facilities and issues parking tickets as required.

Assists passengers in the main airport terminal by giving directions and answering questions.

Assists the public at the patrol office front desk by answering questions, giving directions to offices and explaining routine department procedures.

### **Traffic Enforcement Section**

Performs routine traffic direction and point control.

Issues parking tickets for obvious violations.

Directs the removal of cars that are abandoned or obstructing traffic.

Assists police officers at the scene of personal injury automobile accidents by directing traffic and maintaining crowd control.

Provides liaison between business establishments in an assigned district and the Police Department.

May complete standard reports of minor property damage accidents.

May summon assistance for sick or injured persons.

### **Central Records and Communications Divisions**

Assists visitors in the Public Safety Building by answering questions, explaining department procedures and duplicating requested reports.

Answering telephone inquiries from the general public and directs callers to sworn members of the department as needed.

Completes routine records checks as requested by sworn members.

Makes duplicate copies of standard police reports and distributes materials throughout the department.

## **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Ability to complete a basic course of instruction in applicable laws and police procedures.  
Ability to learn and adhere to prescribed procedures.  
Ability to establish good working relationships and rapport with the public.  
Physical condition commensurate with the demands of the position.

#### MINIMUM QUALIFICATIONS

None.

#### SPECIAL NECESSARY REQUIREMENT

Possession of a valid New York State driver's license at time of appointment.