

City of Crete
ESSENTIAL FUNCTIONS
Community Service Officer



With or without reasonable accommodation this person must have the ability to successfully accomplish the following, including but not limited to:

Essential Functions and Tasks:

A. Essential Function – Performs support functions. Essential Tasks:

1. Clean and maintain Department vehicles.
2. Schedule and document necessary vehicle maintenance and repairs on Department vehicles and equipment.
3. Clean and maintain Department facilities and grounds.
4. Monitor and coordinate maintenance of the elevator, generator, sump pump, basement sewer valve and fire extinguishers.
5. Participate in searches for missing persons.
6. Operate, emplace and retrieve animal traps.
7. Locate, capture and transport animals running at large.
8. Extinguish small fires using a fire extinguisher.
9. Mark vehicle tires to determine potential parking violations.
10. Direct traffic.
11. Remove debris from Department grounds, vehicles and facilities.

B. Essential Function – Exercises ethics. Essential Tasks:

1. Exercise discretion in selecting appropriate enforcement action.
2. Apply ethical standards while performing community service duties.
3. Recognize and report misconduct of other employees.
4. Enforce professional standards among colleagues.
5. Use proper judgment when confronted with offers of gratuity (i.e., free drinks, meals, services, etc.)
6. Recognize potential ethical problems related to use of social media.
7. Recognize and maintain confidential and sensitive information on and off duty.

C. Essential Function – Conducts Investigations. Essential Tasks:

1. Conduct nuisance property investigations.
2. Recognize and properly handle potential evidence related to code and other violations.
3. Make field contacts to obtain information.

4. Review records and pictures to identify vehicle and property owners, residents, etc.
5. Review the assessor's property records to determine property ownership.

D. Essential Function – Prepares and presents evidence and testimony. Essential Tasks:

1. Identify elements of code violations to ensure proper charges.
2. Present evidence and testimony in legal and/or administrative proceedings (e.g., nuisance hearings, trials, etc.).
3. Prepare visual aids for nuisance hearings (e.g., photos, PowerPoint slides, etc.).
4. Read/Review case reports and notes to prepare for court testimony.

E. Essential Function – Assist officers with traffic control and removal of vehicles. Essential Tasks:

1. Control traffic at traffic accident scene or the perimeter of an incident or special event.
2. Follow state statutes and Department procedures to impound vehicles.
3. Assess need for and organize assistance for motor vehicle crashes or disabled vehicles (e.g., wrecker, sand truck).

F. Essential Function – Provides first aid and emergency assistance. Essential Tasks:

1. Apply basic first aid.
2. Administer CPR to an adult, child or infant.
3. Use personal protective equipment (e.g., gloves, masks, glasses, etc.) to prevent contact with communicable diseases.
4. Apply a tourniquet.

G. Essential Function – Practices positive human relations. Essential Tasks:

1. Use verbal de-escalation techniques to communicate with person.
2. Use voice and words to calm a situation, project intention, etc.
3. Speak confidently to project control, self-assurance, etc.
4. Speak plainly/clearly to encourage understanding.
5. Use and adjust language appropriate to listener.
6. Maintain concentration while many people speak simultaneously.
7. Maintain personal calm to prevent making situation worse.
8. Use body language to project control and influence situation.
9. Advise a person of nuisance property and other city processes.
10. Verbally communicate past observations, experiences, events, and incidents.
11. Communicate effectively orally and in writing, in diverse situations.

H. Essential Function – Operates City Vehicle. Essential Tasks:

1. Operate city vehicle in heavy rain, at night or in limited visibility.
2. Operate city vehicle on dirt, gravel or ice/snow covered road.
3. Inspect city vehicle for defects, maintenance issues and proper equipment.

I. Essential Function – Writes Reports. Essential Tasks:

1. Complete in-depth narrative reports containing complete sentences and paragraphs (e.g., investigative reports, supplemental/follow-up reports)
2. Complete reports using appropriate grammar, spelling, punctuation, word use, coding, formatting, symbols, and mathematical computations.
3. Complete reports consisting primarily of check-off boxes or fill-in blanks. (e.g., incident report, nuisance tracking forms, property forms, etc.)
4. Complete parking citations.
5. Write personal field notes to record actions, interviews, etc.
6. Summarize in writing the statements of witnesses and complainants.
7. Review photographs.

J. Essential Function – Use of specialized equipment. Essential Tasks:

1. Use/operate City vehicle.
2. Don/Doff personal protective equipment.
3. Use first aid kit.
4. Use battery operated road warning signals.
5. Carry/Use large and/or small flashlight
6. Operate portable police radio (i.e., walkie-talkie).
7. Operate City vehicle radio equipment.
8. Operate City vehicle warning lights and spotlights.
9. Don/Doff reflective vest.
10. Use a traffic wand.
11. Don/Doff protective gloves.
12. Operate video/audio recording equipment.
13. Operate a digital camera.
14. Operate an automated external defibrillator (AED) device.
15. Operate a personal computer (PC).
16. Operate a telephone.
17. Operate a copier, scanner and/or FAX machine.

18. Operate a push mower.
19. Operate a riding lawn mower.
20. Operate a leaf blower.
21. Operate a weed trimmer.
22. Operate a snow thrower.
23. Use a snow shovel.
24. Operate a fertilizer spreader.
25. Operate a weed sprayer.
26. Operate common hand tools (hammer, screwdrivers, sockets, wrenches, etc.)
27. Operate an animal live trap.
28. Operate an animal catch pole.
29. Use a step and/or extension ladder.

K. Essential Function – Technical Information. Essential Tasks:

1. Read and comprehend City codes and ordinances.
2. Read and comprehend applicable State laws.
3. Read and comprehend City and Department rules and regulations, policies and procedures, bulletins and operations manuals.
4. Read and comprehend operating and safety manuals of community service devices.
5. Read and comprehend road signs, controls and markings.

L. Essential Function – Exercises judgment. Essential Tasks:

1. Exercise independent judgment to determine when a code violation exists.
2. Independently prioritize simultaneous requests, expectations, tasks, and actions.
3. Exercise independent decision-making during high-stress and other situations.

M. Essential Function – Physical abilities. Essential Tasks:

1. Walk on irregular, potentially hazardous surfaces (e.g., slick, wet, muddy, swampy, rocky, etc.).
2. Identify and navigate past hazards (e.g., ditch, hole, etc.).
3. Kneel, squat and recover to feet.
4. Perform repetitive hand movement (e.g., keyboarding, traffic control, etc.) for up to one hour per day.
5. Work in a confined, closed-in area (e.g., vehicle, desk, cubicle).
6. Stand for more than 2 hours of work shift.
7. Walk for more than 2 hours of work shift.

8. Sit for more than 2 hours of work shift.
9. Climb stairs in multiple story buildings.
10. Cope with the emotional and physical results of being struck by or exposed to bodily fluids.
11. Cope with the emotional and physical impact of being subjected to verbal abuse and/or threats of violence.
12. Cope with the emotional and physical impact of being exposed to traumatic incidents.
13. Cope with the physical effects of shift-work.

N. Essential Function – Degrees of physical exertion. Essential Tasks:

1. Walk continuously Maximum time – 1 hour.
2. Stand continuously Maximum time – 4 hours.
3. Walk up/down stairs Maximum – 2 flights.
4. Sit continuously (e.g., office, vehicle operation, etc.) Maximum time – 3 hours.
5. Lift objects up off the ground without assistance Maximum lift-height in inches – 36 in Maximum weight of object – 40 pounds.
6. Lift objects up off the ground with assistance Maximum lift-height in inches – 36 in Maximum weight of object – 200 pounds.
7. Use repetitive hand motions/movements (e.g., keyboard, traffic control, etc.) Maximum time – 45 minutes.

Working Conditions:

1. Work rotating, odd, extended, daytime, evening and overnight shifts including weekends and holidays.
2. On-call 24 hours.
3. Work in approved uniform.
4. Work in an office setting.
5. Work outdoors, on highways and City streets, in and out of a vehicle.
6. Exposed to hazardous chemicals.
7. Exposed to hazardous equipment.
8. Performs other functions that may be assigned at the discretion of lawful authorities.