

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: COMMUNITY SERVICE AIDE
DEPARTMENT: POLICE
REPORTS TO: SERGEANT

JOB CODE: 3025
DATE: 2/08

JOB SUMMARY:

Assigned to calls for service that have been identified as incidents that do not require a sworn police officer. Employees in this position are assigned to a variety of duties. The position is responsible for the enforcement of a select number of city ordinances and state statutes. Works under a supervisor who provides policy guidance and training, and who oversees performance and will receive supplemental guidance from police officers. Maintains constant radio communication with police headquarters, particularly if any unusual or difficult problems arise. Employees in this position may also be assigned to the Investigations Division, to assist in the evidence and property functions, thus having limited Patrol Bureau exposure.

ESSENTIAL JOB FUNCTIONS:

Removes evidence or property from secure temporary lockers and reconciles items with written reports; transports items to secure permanent evidence/property area.

Assists in the location of evidence to be transferred to the state police crime laboratory or to other locations.

Assists in the location of evidence or property to be turned over to designated firearms dealers or the rightful owners.

Maintains and updates databases to ensure accurate and balanced records.

Inputs data from various reports; ensures the use of correct forms and procedures.

Assists in the general maintenance of all evidence areas; maintains supply inventory.

Assists in the entry and upkeep of court disposition data.

Photocopies returned forensics laboratory reports and other legal documents; scans items into case files.

Receives dispatch orders and responds to calls for service; exercises knowledge of city ordinances and departmental rules and regulations.

Periodically directs traffic to ensure a steady flow at traffic accident scenes, fire scenes, natural disasters, special events, and other significant areas of police concern.

Assists motorists at the scene of minor traffic accidents.

Provides disabled motorists and stranded persons with aid and assistance when needed.

Upon request, checks residences of citizens who are away from home in order to detect and/or prevent the occurrence of crime.

Prepares departmental reports on all reported or discovered incidents in a detailed, organized, and factual manner.

Maintains a log of activities; works with other Police Department personnel to facilitate departmental objectives.

Assists the public by providing general information and/or directions concerning the city.

Maintains supplies and equipment relative to tour of duty.

Delivers and/or serves paperwork assigned at the discretion of a supervisor.

Responds to animal-related complaints; provides transportation to the S.P.C.A. or other approved facility.

Responds to parking complaints when Parking Enforcement Officers are not available.

Assists in the organization and maintenance of booking photographs and fingerprint files.

Assists in the entry and upkeep of court disposition data within our evidence/property collection files.

Assists in the ordering of police related supplies.

Assists investigators in the research and purging of old cases and related evidence.

Assists in the production of employee photographs and identification cards.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Departmental Vehicle
Telephone
Personal Computer

Handheld Computer
Office Equipment
Radio

MINIMUM QUALIFICATIONS REQUIRED:

Possession of a valid State of New Hampshire driver's license and graduation from a standard four year High School; or any equivalent combination of education, training, and experience which demonstrates possession of the knowledge, skills, and abilities, required for the position.

Licenses and Certifications:

Valid State of New Hampshire Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Related ordinances and regulations of the city.

Principles of safe and effective operation of a motor vehicle.

Safe and effective operation of standard office equipment.

Knowledge of local and state geography.

Basic spoken English.

Skill in:

Safe and effective operation of a motor vehicle.

Interacting tactfully and effectively with other employees and the public.

Handling animals in distress.

Effectively communicating with supervisors, other employees, and the community, both orally and in writing.

Updating and maintaining computer database programs.

Mental and Physical Abilities to:

Tactfully and effectively interact with and instruct the public.

Establish and maintain effective working relationships with other city agencies, department employees, and the general public.

Interact with the public during a stressful event.

Operate related equipment such as a motor vehicle and portable radio.

Safely and effectively operate a motor vehicle.

Work effectively in extremes of outdoor environment.

Tolerate repetitive, short-cycle work.

Perform duties while intermittently sitting, standing, or stooping.

Occasionally lift light and heavy objects.

Reach and extend hands and arms, as well as grasp, handle, seize, turn, lift, and work with hands and arms.

Working Conditions:

The work is performed in an office, stockroom, warehouse, and outdoors.

The employee may be exposed to noise, dust, dirt, grease, infectious or contagious diseases, irritating chemicals, and cold or inclement weather.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.