



**TOWN OF ELIOT, MAINE
POSITION DESCRIPTION**

COMMUNITY SERVICE OFFICER – Police Department (Seasonal)

GENERAL PURPOSE:

The purpose of the Community Service Officer (CSO) is to monitor and control traffic flow in addition to parking and ensure that all motorists are in compliance with parking regulations. Additionally, The Community Service Officer acts as a liaison between the police and public. Promoting the Town of Eliot and providing essential services in a friendly and positive manner to the public is of the utmost importance. *This is a civilian position which does not have arrest powers.*

SUPERVISION RECEIVED:

Works under the general supervision of the shift supervisor but works independently.

SUPERVISION EXERCISED:

Not Applicable

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reports directly to assigned area on time and remains there until the conclusion of the assignment.
- Assists citizens coming into their assigned area on where to park.
- Ensure that all vehicles are legally parked within the area of responsibility.
- Any illegally parked vehicles are issued tickets and are towed (when appropriate and with supervisory approval).
- Explain citations to citizens in a polite and courteous manner.
- Be alert for present or potential problems that may arise, and to report all violations of the law to Communications or the assigned zone patrol officer via portable radio.



- To advise citizens of potential hazards such as securing personal property, approaching storms or any other situations that will ensure that the people visiting the area have a safe day.
- Direct traffic as necessary for special events, police or fire emergencies and any other time when assigned.
- Collect and store lost property in accordance with Eliot Police Department's evidence policy.
- Be familiar with the area to assist all citizens with their questions and concerns, provide directions when needed, and promote the Town of Eliot and all that it has to offer.
- CSO's shall **NOT** respond to calls for service assigned to sworn officers that may present a dangerous situation unless directed to do so by a supervisor. These calls include but are not limited to, alarms, domestic assaults, assaults, robberies, crimes in progress, etc. In these cases, because of their locations, CSO's may prove to be a valuable witness and should be on the lookout (BOLO) for suspects, vehicles, and anything else related to a specific call or event.
- Must be familiar with Eliot parking/boat launch costs associated with the designated area and beach parking permit process.
- Any other duties assigned by the Chief of Police or his/her designee.

PERIPHERAL DUTIES:

None.

DESIRED MINIMUM QUALIFICATIONS:

- Ability to control traffic and parking.
- Ability to recognize problems or hazards.
- Develop and maintain a good rapport with the residents and citizens of the area.
- Ability to communicate problems or concerns effectively via police radio.



Education and Experience:

- A. Minimum of a High School diploma.

Necessary Knowledge, Skills, and Abilities:

- A. Ability to communicate with the public.
- B. Ability to recognize and solve potential traffic parking problems.
- C. Ability to recognize and report any problems to communications that are not in the scope of his/her responsibilities.

SPECIAL REQUIREMENTS:

None

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to stand for long periods and talk or hear, use hands to handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee may be required to ride a bicycle for extended distances and times. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.