



January 26, 2021

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

Jeffrey B. Norman
Acting Chief of Police

(414) 933-4444

The Board of
Fire and Police Commissioners
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: REQUEST TO RE-EXEMPT COMMUNITY SERVICE OFFICER POSITION

Dear Commissioners:

The Department is anticipating the Finance and Personnel Committee's approval to fill seventeen vacant Community Service Officer positions at its meeting of February 3, 2021. Pursuant to Fire and Police Commission Rule XI, Section 12, I am requesting that the Board re-exempt these positions.

The Community Service Officer is a civilian position responsible for providing support of basic police operations and functions by performing a variety of specialized duties not requiring the attention of a sworn Police Officer. This position responds to non-emergency police calls as deemed appropriate by the Chief of Police, assists Community Liaison Officers with nuisance properties investigations, testifies in Court, provides depositions, attend traffic infraction hearings, criminal hearings, and civil trials as required.

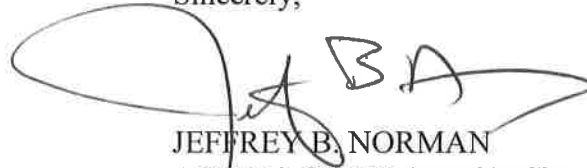
The Department is requesting to re-exempt the Community Service Officer position to create greater flexibility in selecting the best qualified candidate, as well as the candidate that fits best with cultural, demands, challenges, and structure of the Police Department. This position requires confidentiality, sensitivity and commitment to working cooperatively with other departments, government officials, and members of the community.

The Department will utilize the services on the Department of Employee Relations (DER) for recruitment purposes.

- DER will post and recruit for the position through their website and others.
- Interested candidates will be required to submit a resume, cover-letter and three (3) professional references.
- All candidates who meet the minimum qualifications for the position will be invited for an interview.
- A structured oral interview process with a scoring matrix will be conducted and facilitated by MPD Human Resources staff.

Attached is a current job description for reference. Having the right candidate is both critical and essential to the department, and the candidate to be successful in the Community Service Officer position. If you have any questions regarding this matter, please contact Human Resources Specialist April Nwandu at 935-7110.

Sincerely,



JEFFREY B. NORMAN
ACTING CHIEF OF POLICE

JBN:cwh
Attachment

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____

City Service

Commission: _____

Fire & Police

Commission: _____

Finance

Committee: _____

Common

Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: May 21, 2015 / 1/25/21		2. Present Incumbent: Various		Is incumbent underfilling position?	
3. Date Filled:		4. Previous Incumbent: Various		YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.	
5. Department: POLICE DEPARTMENT		Bureau: Patrol Division: Various		Unit: Section:	
6. Work Location: District Stations		Telephone: Email:		Work Schedule: Hours: _____ Days: _____	
7. Represented by a Union? ☐ Yes ☒ No		Bargaining Unit: If in District Council 48, which local?		8. FLSA Status (check one): ☐ Exempt ☒ Non-Exempt	
10. Official Title: Community Service Officer				Pay Range	Job Code
				5EN	2355PD
Underfill Title (if applicable): Community Education Assistant				5BN	2201NR
Requested Title (if applicable): Community Service Officer					
Recommended Title (DER Use Only):				Approved by: _____	
				Date: _____	

11. BASIC FUNCTION OF POSITION:

To support basic Police operations and functions by performing a variety of specialized duties not requiring the attention of a sworn Police Officer.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
100%	- Regular and consistent attendance. - Responds to non-emergency police calls as deemed appropriate by the Chief of Police. - Assists Community Liaison Officers with nuisance properties investigations. - Directs traffic as directed, such as at minor traffic crashes, large events, fire scenes or as otherwise directed. Assists with accident clean-up. - Testifies in Court, provides depositions (including felony/misdemeanor cases), traffic infraction hearings, criminal hearings, and civil trials as required. - Takes and files complaints from persons who walk into Police stations. - Conducts follow up on missing persons and files appropriate reports. - Books persons who have been arrested.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	- May serve as a training officer for new Community Service Officers. - Responds to Department call-outs in cases of emergencies, severe weather, and natural disasters. - Delivers reports and other documents to persons and locations as required. - Performs various other duties of an emergency and non-emergency nature as designated by a supervisor.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

Police Sergeant or Civilian supervisor.

- D. SUPERVISION RECEIVED:** (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Assignments received by shift commander, captain, or dispatcher.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties			e. Sign or approve work		
b. Outline methods			f. Make hiring recommendations		
c. Direct work in progress			g. Prepare performance appraisals		
d. Check or inspect completed work			h. Take disciplinary action or effectively recommend such		
Number Supervised		Job Title		Extent of Supervision Exercised (Select those that apply from list above, a - h)	
0					

- F. MINIMUM QUALIFICATIONS REQUIRED:** (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Two years of successful job experience in public safety, a law enforcement support position, customer service, community relations, or other closely related area.

Must be 21 at date of application and in good physical condition. Graduation from high school or G.E.D. Possession of a valid Wisconsin driver's license. Training and experience in public safety preferred.

ii. Knowledge, Skills and Abilities:

- Ability to learn the laws, ordinances, and policies governing law enforcement in the state of Wisconsin and City of Milwaukee.
- Ability to learn techniques of investigation and identification, criminal law, and criminal procedure including classification of crimes, rules of evidence, misdemeanor or felony classifications, and the seizure and processing of evidence.
- Ability to understand and carry out oral and written instructions during emergency and non-emergency situations.
- Ability to maturely deal with conflict and with emotionally upset persons.
- Ability to mentally visualize locations and routes within the City of Milwaukee.
- Ability to take appropriate action, which may include recommending arrest and citing suspected violators.
- Ability to deal with unusual and emergency situations, such as injured, frightened, distraught, and disorientated people or fatalities.
- Ability to learn the methods and practices of crime prevention, criminal investigation and identification, and basic crime scene processing techniques.
- Ability to learn and accurately recall names, places, and incidents.
- Ability to stand and walk for extended periods of time and to sit for several hours while operating a vehicle.
- Ability to work in inclement weather conditions.
- Ability to wear issued bullet resistant body armor and duty belt while performing duties.
- Ability to establish and maintain effective working relationships with department officials, employees, members of other agencies, and with the general public.
- Ability to write basic reports using proper grammar.
- Ability to draw diagrams of accident scenes.

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- Ability to maintain a mental capacity which allows for the exercise of sound judgment and rational thinking under strenuous and hectic circumstances; evaluate options and alternatives and choose an appropriate and reasonable course of action; and demonstrate needed intellectual capabilities during testing and training.
- Ability to lift and operate a fire extinguisher.
- Ability to use standard office software and hardware.
- Ability to use standard Police communications equipment.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

☒	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
☒	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
☐	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
☒	Kneeling: Bending legs at knee to come to a rest on knee or knees.
☒	Crouching: Bending the body downward and forward by bending leg and spine.
☒	Crawling: Moving about on hands and knees or hands and feet.
☒	Reaching: Extending Hand(s) and arm(s) in any direction.
☒	Standing: Particularly for sustained periods of time.
☒	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
☐	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
☐	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
☐	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
☒	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
☒	Grasping: Applying pressure to an object with fingers and palm.
☒	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
☒	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
☒	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
☐	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
☒	Driving: Minimum standards required by State Law (including license).

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H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

☐	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
☒	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
☐	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
☐	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
☐	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

☐	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
☐	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
☒	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
☐	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 10%**

CHECK ALL THAT APPLY:

☐	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
☒	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
☒	The worker is subject to outside environmental conditions: No effective protection from weather.
☒	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
☒	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
☒	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
☐	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
☒	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
☒	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
☒	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
☐	The worker is required to wear a respirator.

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K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

☒ Camera and photographic equipment	☒ Office Equipment (desk, chair, telephone, etc.)
☐ Cleaning supplies	☒ Office supplies (pens, staplers, pencils, etc.)
☐ Commercial vehicle	☐ Packing materials (boxes, shrink wrap, etc.)
☒ Data processing equipment	☒ PC equipment (monitor, keyboard, printer, etc.)
☐ Handcart	☒ PC software
☐ Hand tools (<i>please list</i>):	
☒ Office Machines (<i>check all that apply</i>): ☒ Copier ☒ Facsimile ☒ Calculator ☐ Cash register	
☒ Other (<i>please list</i>): radio, belt	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

To be hired as a Community Service Officer, applicants must first pass an examination for the job which may include written, oral, and physical elements. They must also pass a background investigation and medical examination, including a drug screen test. New Community Service Officers will be required to complete a training program.

Community Service Officers may be exposed to armed/dangerous persons, communicable diseases, bodily fluids, blood-borne pathogens or bio-hazards.

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

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