

Community Services Assistant

To be considered for this position you MUST complete the entire Town of Bluffton Employment Application including the Police Officer portion.

FLSA Status: *Non-Exempt*
Grade: 5

General Definition of Work

Under general supervision, the Community Services Assistant performs routine to moderately complex clerical work relative to police matters and makes appropriate referrals to various divisions within and outside of the department. Work is performed under the general supervision of the appropriate department supervisor of the Police Department.

Essential Functions

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

Performs a variety of routine technical and administrative work in support of law enforcement activities.

Assists uniformed patrol officers in performing traffic control, such as accident scene traffic control, special events control and other similar situations.

Assists uniformed patrol officers in requesting and ensuring vehicle tows are completed at accident scenes and other situations where a vehicle is involved.

Works front desk involving receiving visitors to the Police Department, directing persons to the appropriate office, answering and directing phone calls, relaying messages to field personnel via radio and other similar tasks.

Enforces parking violations by writing citations for offenses such as handicap violations, fire lane violations, overtime parking, improper use of marked spaces, obstructing traffic and other similar citations as per regulations.

Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

Performs related work as required.

Perform any other related duties as required or assigned. Participates in Community Oriented Policing activities (ie: community meetings, public awareness, education programs, etc).

Works an assigned shift of days or swing.

Performs other duties as apparent or assigned.

Knowledge, Skills and Abilities

Knowledge of Operations, services, and activities of a municipal code compliance program including legal actions, methods, practices and procedures; some knowledge of the geography of the Town and location of important buildings; some knowledge of interpretation and enforcement of municipal codes, local, State and Federal regulations; ability to understand and carry out oral and written instructions and to prepare clear reports; ability to deal professionally, courteously and fairly with the public; performs work operations which permit frequent opportunity for decision-making of minor importance and frequent opportunity for decision-making of major importance; ability to analyze situations and to adopt quick, effective and reasonable courses of action with due regard to surrounding hazards and circumstances; work independently in the absence of supervision; considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; ability to establish and maintain effective relationship with associates and the general public. Occasional use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.).

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Education and Experience

High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, etc., plus 2 years related experience and/or training, and 1 to 6 months related management experience, or equivalent combination of education and experience.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force and occasional exertion of over 100 pounds of force; work regularly requires speaking or hearing, frequently sitting and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work regularly requires exposure to outdoor weather conditions and may be required to wear specialized personal protective equipment, frequently working near moving mechanical parts and exposure to vibration and occasionally requires working in high, precarious places, exposure to fumes or airborne particles, exposure to the risk of electrical shock and working with explosives; work is generally in a moderately noisy location (e.g. business office with copy machines, telephones and/or computer printers, light traffic).

Special Requirements

Possession of an appropriate driver's license valid in the State of South Carolina.

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