



SURFSIDE POLICE DEPARTMENT

JOB DESCRIPTION/JOB TASK ANALYSIS

Job Title: COMMUNITY SERVICE AIDE – TOURISM

Reports to: POLICE SERGEANT

Type of Position: FULL TIME Hours per Week: 40 NON-EXEMPT

General Description:

The Community Service Aide Tourism position supplements the sworn officer ranks by assuming portions of the non-enforcement calls for service and administrative tasks so as to maximize the services of the remaining complement of the Department. This is accomplished as follows:

- Utilizing Community Service Aides in situations involving non-enforcement calls for service and station details instead of sworn officers that are related specifically to the Town of Surfside Tourism areas to include the Downtown Business District and the beach areas of Surfside.
- Promoting police/public relations through exposure of C.S.A.'s through community projects, court time, and special events that are specifically related to the Tourism Areas in the Downtown Business District and beach areas of Surfside.

Work Experience/ Requirements:

- High School Diploma or General Education Diploma (GED)

Job Task, Policy and Proficiency

ID	Statement	Performance Standard
TASK		
ALL1000	Complete assignments as directed	The member will successfully complete all assignments to specifications as directed and within the specified time frame and budget in accordance with agency policies.
ALL1001	Maintain work areas	The member ensures that their work area and vehicle are clean organized, safe and presentable in accordance with agency policies and procedures.
ALL1002a	Participate in meetings/training and community relations activities if applicable	As applicable, the member actively participates in meetings/training as directed or as required and in accordance with established agency policies/procedures, and disseminates information received to agency members as appropriate.

The member may also actively participate in community relations activities related to Tourism in order to promote and enhance the vision, goals, and objectives of the department in conjunction with the needs of the community.

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ID	Statement	Performance Standard
ALL1003a	Complete, update, submit required reports/documents/forms	The member will thoroughly and accurately complete, update, and submit or forward all required reports, documents and forms to the appropriate authority/personnel in a timely manner pursuant to applicable state regulations and in accordance with agency policies and procedures.
ALL1005	Complete time sheets	The member ensures that their time sheets are accurate, up to date, complete, and submitted to the appropriate personnel/department in a timely manner pursuant to agency policy.
ALL1006	Attend roll call briefings	The member is on time for and attends roll call briefings, recording all pertinent information and directives, and providing superiors and colleagues with job/shift related information.
CSO1600	Provide general assistance/information to public	The member provides effective and efficient assistance and information to the public in accordance with agency policies.
CSO1601	Disseminate crime prevention/community policing and public safety literature and information	The member distributes crime prevention/community policing and public safety information and literature to the public, answering questions and directing inquiries to the appropriate agency personnel in accordance with agency policies.
CSO1602	Conduct minor property investigation follow up	The member conducts effective follow up activities related to minor property investigations consistent with agency policies that are related to the Business District and/or the beach areas of the town. These follow up activities include interviews with involved persons, generating follow up reports, and relaying pertinent information to the investigative bureau.
CSO1603	Complete daily activity report	The member completes daily activity reports in an accurate, clear, and concise manner, documenting all calls responded to, the nature of the call, persons involved, and the disposition of the call.
CSO1606	Respond to traffic accidents	The member responds to traffic accidents, assesses the situation and requests emergency assistance if necessary, takes the required information of the parties involved, and completes accurate reports that occur within the Business District and/or the beach areas of the town.
CSO1607	Remove hazards from roadway	The member positions vehicle in a safe manner/location and removes hazards/objects from the roadway.
CSO1608	Patrol assigned zone	The member patrols the assigned zone, reporting any suspicious activities/vehicles/persons to dispatch

and requesting assistance when necessary.

CSO1609 Conduct after hours business checks The member checks the security of businesses after hours, logging all checks with time and location, and reporting any suspicious findings to dispatch.

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ID	Statement	Performance Standard
CSO1610	Respond to no suspect/not in progress calls	The member responds in a timely manner to no suspect/not in progress calls, assisting the caller/requestee in resolving the problems/issues at hand and requesting additional assistance from the appropriate personnel if required.
CSO1611	Interact with community service providers	The member will effectively liaison with community service providers within the Tourism Areas in an effort to improve the quality of life within their assigned community.
GS1137c	Update records/reports/documentation/manuals/files	The member will ensure that all documents/records/reports/manuals/files are generated and/or accurately updated as required, properly filed, secured if applicable, and disseminated in a timely manner to the appropriate personnel consistent with agency policy.
GS1163	Provide assistance to the public/agency members/other agency personnel	The member provides accurate information/directions/assistance to the public, agency members, and/or other agency personnel in a professional and courteous manner consistent with agency policies.
LE5000	Monitor / respond to dispatch and calls for service.	The member diligently monitors dispatch and responds to all dispatch directed services calls within the Downtown Business areas and/or the beach in a timely manner consistent with call classification and in accordance with agency policies.
LE5008		Monitor and report road / traffic within the Business District. The officer will monitor road / traffic conditions within his assigned area of responsibility, conditions and hazards reporting any problems or potential problems as well as any road hazards to dispatch and supervisor, if necessary, in accordance with agency policies.
LE5009e	Direct traffic flow.	The officer will safely direct traffic in and around congested, secure, accident, or hazardous areas in accordance with agency policies within the Business Areas and/or the beach.
LE5034	Administer first aid/CPR	The officer assesses injuries and administers appropriate first aid to injured person, requesting additional medical assistance if necessary in accordance with agency policies and state regulations such as FMJS if applicable. If the individual is in cardiac arrest, certified personnel will correctly administer CPR until medical personnel arrive on scene and take command of the situation.

LE5047	Investigate non-police action calls (such as assistance, animal calls, rescue calls).	The officer provides quick, effective, courteous, and appropriate assistance on all non-police action calls (rescue, nuisance, animal calls, assistance, etc.). The member notifies medical or other assistance/agencies as required in accordance with agency policy.
LE5080a	Prepare reports and/or affidavits/legal documents	The member collects complete and accurate information and prepares clear, concise reports, supplemental reports and/or court petitions/affidavits (if applicable) in accordance with agency policy and state and/or federal statutes.
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LE5089a	Compile/assist in compiling and disseminating community flyers and crime prevention information	The member compiles or assists in the compiling, writing, editing of the community flyers and crime prevention information, and disseminates as appropriate, consistent with agency policies and procedures.
LE5091a	Analyze and respond to citizen complaints	The officer will review, accurately analyze, and respond to written and verbal citizen complaints in order to improve community policing effectiveness consistent with agency policies.
LE5091c	Liaison with community leaders	The officer will liaison with community leaders on a regular basis to identify community policing needs, and to develop, coordinate, implement, and support effective crime prevention activities, programs, intervention strategies and problem solving activities as applicable.
LE5091d	Develop rapport with community inhabitants	The officer will make daily contact with community inhabitants in order to encourage citizen participation in eradicating crime from the community consistent with agency policies.
LE5101	Investigate abandoned vehicles	The member investigates abandoned vehicles to establish the status of the vehicle and identity of the owner.
PE4000	Patrol controlled parking areas	The employee patrols off-street and on-street controlled parking areas, effectively enforcing municipal parking ordinances within the Business District.
PE4001	Enforce parking ordinances	The employee issues citations to vehicles in violation of municipal parking ordinances, double parking violations ensuring that all information on the citation is accurate and complete.
PE4002	Maintain parking citation log	The employee maintains and updates the daily parking citation log, ensuring that all information is accurate, complete, and current.
PE4006	Arrange for towing of illegally parked/abandoned vehicles	The employee contacts dispatch to have a tow company respond and store/impound vehicles. The towing/storage/impound action is accurately documented on the appropriate form(s).
PE4007	Service parking meters	The employee checks parking meters on a specified

PE4008b Respond to parking related complaints/issues

or as needed basis, ensuring that the meters are operating correctly and are restocked as needed.

The employee communicates with business representatives and/or the public regarding parking problems, issues, and violations. The employee directs unresolved issues/complaints to the appropriate department/personnel for resolution.

POLICY

PL2001 Message return/follow-up

As applicable, the member will check their assigned mailbox, telephone/electronic messages and any designated bulletin boards according to the established schedule or designated frequency for each. The member will return any telephone messages in a prompt and professional manner and will respond accurately and appropriately to any information contained on the bulletin board or received via mail or newsletter.

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ID

Statement

Performance Standard

PL2002 Contact with public

The member demonstrates a polite, helpful, courteous, proud, productive, and professional image when engaged in their assigned duties with the public consistent with agency policy.

PL2003 Operation and care of equipment

The member properly operates and cares for equipment to manufacturers specifications and / or within the specified parameters. If applicable, the member checks to ensure all assigned equipment is present and operational, and documents/reports any required repairs in a timely manner and in accordance with agency policies.

PL2006 Human diversity awareness

The member demonstrates an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public, students and colleagues.

PL2008 Accepts supervision and direction

The member adheres to the chain of command, and accepts constructive criticism to improve job performance. The member responds to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with agency policies.

PL2014 Abide by Code of Ethics

The member will conduct him/herself in an ethical and professional manner.

PL2015 Leave and Attendance

The member will follow all leave and attendance related policies/procedures, including, but not limited to submission of vacation and personnel requests and if applicable, the notification of supervisor regarding absence from work due to illness or untimely incidents, notification of supervisor concerning overtime hours worked, and notification of supervisor regarding after hours worked.

PL2016	Grooming and dress	The member is appropriately groomed and attired so as to present a professional image in accordance with the agency policies and procedures.
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PROFICIENCY

PR107	Knowledge of General Town Policy and Procedures Manual and the Police Department's Administrative Directives	The member has the ability to read, interpret, and follow procedural and policy manuals related to the job performed by the incumbent and demonstrate this knowledge via oral or written testing if required and in daily operations.
PR117	Knowledge of dispatch codes	The member demonstrates the ability to interpret, understand, and respond to all dispatch codes.

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PR2	Knowledge of geographical jurisdiction	The member is able to correctly locate or provide accurate directions in a timely manner to any location within the agency jurisdiction, or, as applicable, within their respective school zone or district.
PR23	Inter-personal skills	The member demonstrates congenial, respectful, and productive behaviors and attitudes towards others in working relationships and situations.
PR3	Radio communications	The member utilizes the 2-way radio for official communications only, communicating in a clear, concise, and intelligent manner under all conditions and at all times.
PR31	Problem solving	The member has the ability to look beyond surface issues to identify and analyze problems and develop effective responses and solutions to resolve such problems.
PR34	Knowledge of supporting agencies in the community	The member is able to refer persons to the appropriate agency, department, support group or other resource based on the requesting person's situation/ needs.
PR42	Team building skills	The member demonstrates a conscientious effort in achieving and contributing to organizational goals as compared with individual goals.
PR4a	Verbal communications	The member conveys verbal information / instructions / directives / commands in a clear, concise, and intelligent manner.
PR4c	Written communications	Written communications are accurate, concise, legible, and timely.
PR4d	General comprehension skills	The member has the ability to understand directions and instructions, formulate and translate plans into actions, and process verbal information, physical cues, and body language in order to effectively listen to individuals.
PR58	Interviewing skills	The member is able to obtain the desired pertinent information from individuals through verbal questioning and discussion without violating the individual's rights and maintaining compliance with the law and agency policies.

PR6a

Driving

The member maintains control of the vehicle in all situations under varying weather conditions, adhering to all traffic laws.

Reviewed by: Captain Antonio Marciante
Approved by: Chief John Healy 
Date Posted: March 30th, 2023
Revised: N/A


Hector Gomez
03/30/2023
Town manager