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Mayor David Baker

JOB DESCRIPTION

TITLE: COMMUNITY RESOURCE OFFICER

GRADE: HOURLY

DEPT: PUBLIC SAFETY

NOTE: Statements included in this job description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties, which are not specifically included.

RELATIONSHIPS

Reports to: Fire Chief
Subordinate Staff: None

JOB SUMMARY

The Community Resource Officer is responsible for acting as a liaison to the community, informing the public of City ordinances, and assisting the community with citizen inquiries, concerns or needs. The CRO will have several other responsibilities including meeting with citizens on an as needed basis, to review and troubleshoot possible problem issues within and around the City, assess any potential problems, and ensure that the City officials are aware of any unique issues. The CRO will be tasked with providing staff support to all City departments in regards to public safety and security.

Community Resource Officers work with deputies and other local law enforcement agencies to review crime statistics for the area and discuss cooperative strategies to ensure that problems are resolved effectively and in a timely manner.

Community Resource Officers shall not be deemed law enforcement officers as defined in Code of Alabama §§ 11-43-181 and 11-43-231 and other applicable

law, or reserve law enforcement officers as defined in Code of Alabama § 11-43-210, and shall have no law enforcement authority.

The CRO shall also perform other lawful duties as directed by the Fire Chief or his/her designee.

A. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Develop, implement and monitor crime prevention programs; conduct security surveys; recommend crime prevention methods; maintain important program documentation; report progress and status to the Mayor and City Council.
2. Research and advise on new ordinances, law enforcement activities and crime prevention services; arrange service announcements and press releases.
3. Attend and participate in a variety of community boards and commissions including community watch groups; conduct educational crime prevention meetings and classes;
4. Answer questions and provide information to the general public; respond to citizen complaints about crime activities and prevention methods.
5. Evaluate and improve working procedures for other internal departments to facilitate site security and staff safety.
6. Identify safety and security needs for the various city departments; research equipment; make recommendations based on findings; procure approved equipment.
7. Facilitates various public meetings and hearings related to the programs and activities of the Public Safety Committee and the various commissions.
8. Responds to and resolves difficult and sensitive citizen inquiries and complaints with tact and professionalism.
9. Attend evening and day, neighborhood group meetings; gather information pertaining to residents' needs and concerns, soliciting input from residents and providing feedback to appropriate internal staff.
10. Initiate door-to-door contact with residents, distributing flyers, brochures and program information.
11. Provide general assistance to community members via the phone and in person.
12. Patrol the community in the residential and commercial districts to monitor activity and report to Mobile County Sherriff's Department as needed.
13. Provide staff support to the MCSO, Semmes Patrol, Semmes Fire and Rescue, and other city departments as needed.

B. KNOWLEDGE, SKILLS AND ABILITIES

- a. Verbal skills to communicate factual information to employees, Mayor and the general public.

- b. Reading skills to understand policies, manuals and information pertaining to city government.
- c. Knowledge of departmental and city rules, regulations, policies and procedures and State municipal law.
- d. Law Enforcement activities, services and functions.
- e. Principles, methods, techniques of media communication.
- f. Crime prevention techniques, methods and services.
- g. Operational characteristics and methods of a crime prevention program.
- h. Procedures of records processing and maintenance of a law enforcement agency.
- i. Pertinent Federal, state and local laws, codes and regulations.

C. OTHER CHARACTERISTICS

- a. Possess a valid driver's license and abide by City of Semmes Employee Handbook with regards to driving record;
- b. Will to work overtime or other non-standard hours when scheduled and agreed upon;
- c. Highly motivated individual who has ability to work efficiently, and maintains calm disposition;
- d. Willingness to occasionally, within reason, and when scheduled - work extra hours, weekends, etc.
- e. In the case of an emergency situation, will be available as required

EXPERIENCE

Two years of increasingly responsible experience in criminal justice, law enforcement, police services or a related field.

TRAINING

Associate's degree from an accredited college or university with major course work in criminal justice, law enforcement, police services or a related field or equivalent training. Successful completion of training as specified by the department.

WORK ENVIRONMENT

The work environment is typically outdoors but can sometimes be in such places as warehouses, City facilities, and City vehicles.

PHYSICAL DEMANDS

Work can be sedentary to physically demanding. Incumbent must be able to walk over rugged terrain, lift up to 60 pounds, stand for long periods of time and be in physically fit condition. Incumbent must be able to work in extreme weather such as heat, cold, rain, and other inclement weather.