DocuSign Envelope ID: EEA806A2-F4E9-4973-9548-4609430DB31A

MASON COUNTY CIVIL SERVICE COMMISSION
POSITION DESCRIPTION

Title: Community Service Officer		**Department:** Sheriff's Office	
Affiliation: IWA/IAM		**Reports to:** Division Chief or Designee	
Salary Range: According to the current signed labor contract		**Supervises/Directs:** None	
Risk Class: 1501-00	**Job Class:** 3017	**FLSA Exempt** **FLSA Non-Exempt** X	**Regular Driver:** Y

DESCRIPTION

An incumbent in this entry-level position performs a variety of basic non-enforcement tasks such as service of civil process subpoenas, crime prevention duties, alternative sentencing programs, jail, and other non-enforcement duties as required.

Work is performed independently, but may be reviewed for thoroughness, accuracy, and conformance to established policies and procedures. Incumbents must possess ability to use sound, independent judgment.

This classification specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in the position.

ESSENTIAL JOB FUNCTIONS- (any one position may not include all duties listed, nor do the examples include all tasks that may be performed in positions of this class.)

Prepares, processes, and files items for record management, jail, Alternative Sentencing, property room and evidence systems.

Assist jail administration by conducting interviews, background investigations, and new hire orientation.

Reviews, and processes jail records, all inmate record requests, and inmate prisoner billing.

Manages jail extraditions and coordinates prisoner transportation for prisoner relay.

Manages all aspects of the county issued warrants and quashes after they are issued by the courts.

Processes video footage and inmate phone call monitoring.

Jail inventory, supply tracking and ordering including arranging gear and uniform fittings.

Jail administrative support.

Serves civil process subpoenas.

Communicates clearly and effectively by phone, radio and in person with people from all racial, ethnic and economic backgrounds.

Participates in the establishment of and maintains procedures pertaining to the operations of the section.

Testifies in court.

Performs crime prevention and other non-enforcement duties.

Operates calculators, computers, and other specialized equipment as required by the duties of the position.

Performs field compliance checks on Alternative Sentencing participants.

Supervises community inmate labor programs.

Attends training and obtains required certifications as directed.

Regular, reliable and punctual attendance.

Performs all jail control room functions.

Perform the physical requirements of the position; work within the established working conditions of the position.

Incumbents are expected to understand the principles and practices of law enforcement work.

Possess knowledge of applicable sections of the Washington State Law.

Incumbents are expected to quickly and objectively recognize actual and potential problems and determine proper courses of action.

Incumbents are expected to function with considerable independence and have latitude in exercising independent judgment within the framework of existing policies and procedures.

Work is performed under general supervision and is reviewed periodically for adequacy and accuracy of records, reports, and functions.

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- Must possess a valid Washington State Driver's License.
- Pursuant to RCW 41.14.100, must be a US citizen and be able to read and write the English language.
- Must possess a high school diploma or GED.
- Acceptable scores on Civil Service examinations.
- Ability to pass a background investigation which includes a polygraph exam and/or behavioral assessments.

DISTIGUISHING FEATURES

PATROL

In addition to the specialized duties, knowledge and abilities listed below, the Patrol CSO must also meet the Distinguishing Features, Working Conditions, and Qualifications as defined in the Civil Service Community Service Officer job description. This position is under the direction of the Shift Sergeant or designated Supervisor. The hours of work are generalized as daytime weekdays.

- Communicate effectively orally and in writing to conduct phone call investigations for crimes and/or incidents that can be handled solely over the phone, including gathering data and evidence, preparing clear and concise reports, and maintaining and updating records as needed.
- Work independently in the absence of supervision, exercising good judgement and ability to determine when supervisory input is needed/required.

- Develop and maintain positive public relations with an emphasis on customer service and mutual problem solving. This may include crime prevention and community outreach.
- Apply principles and practices of investigation and evidence law including constitutional safeguards and search and seizure. In addition to enforcing pertinent codes, ordinances, laws and regulations with impartiality and sound discretion in judgement.
- Effectively respond to inquiries, complaints and calls for service in a fair, tactful and firm manner.
- Operate office equipment, communication equipment, life safety equipment, computers, and software systems.
- Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other County employees, the public and Elected Officials.
- Complete other assigned duties as directed.
- Non-exempt Staff may be required or requested to work overtime.

CONTROL ROOM OPERATOR

In addition to the specialized duties, knowledge and abilities listed below, the Control Room Operator must also meet the Distinguishing Features, Working Conditions, and Qualifications as defined in the Civil Service Community Service Officer job description. This position is under the direction of the Shift Sergeant. The hours of work are variable.

- Under limited supervision this position insures the safety of all Jail employees, visitors, and inmates by controlling, observing, and logging all internal and external Jail movement using remotely controlled doors, gates, cameras, visual monitors, intercom systems, two-way radios and computer systems. This position relays and prioritizes calls that require Deputy action and maintains constant observation of staff and inmates.
- Monitors and manages use of all doors and gates with visual surveillance monitors and intercom systems requiring prioritizing and multi-tasking skills.
- Oversees inmate visits with facility visitors by coordinating schedules and inmate movement.
- Directs high security and segregated inmate movement via an intercom system to accommodate their constitutionally guaranteed rights such as: showers, recreation, access to legal counsel, etc; maintains detailed records to verify inmates were granted these rights .
- Communicates directly with Jail Deputies via radio/intercom to assist in performing housing area responsibilities.
- Answers the telephone and provides information on inmates and Jail- related policies and procedures to law enforcement staff, court officials and the general public or transfers calls to the appropriate authority.
- Operate office equipment, communication equipment, life safety equipment, personal computers, and corrections automated systems.
- Identifies and reports existing and potential safety hazards and security threats, disturbances, and irregularities to the shift supervisor.
- Monitors and reports inmate rule violations to deputies, writes disciplinary tickets, documents rule

violations, and recommends disciplinary action.

- Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other County employees, the public and Elected Officials.
- Complete other assigned duties as directed.
- Non-exempt Staff may be required or requested to work overtime. In addition, this is a shift work position which may involve working nights, weekends, and holidays.

ALTERNATIVE SENTINCING

- In addition to the specialized duties, knowledge and abilities listed below, the Alternative Sentencing Officer must also meet the Distinguishing Features, Working Conditions, and Qualifications as defined in the Civil Service Community Service Officer job description. This position is under the direction of the Alternative Sentencing Supervisor. The hours of work are variable.
- Screen applications to determine program viability.
- Conduct inmate pat downs, strip searches, and body scans.
- Display and maintain proficiency in Taser, Defensive Tactics, handcuffing, and Chemical sprays.
- Conduct hourly well-being and security checks on Alternative Sentencing inmate living areas.
- Perform community home checks to assure program compliance.
- Conduct inmate Urinalysis collections.
- Operate office equipment, communication equipment, life safety equipment, personal computers, and corrections automated systems.
- Identifies and reports existing and potential safety hazards and security threats, disturbances, and irregularities to the Alternative Sentencing supervisor.
- Monitors and reports inmate rule violations. Writes disciplinary infractions, documents rule violations and recommends disciplinary action.
- Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other County employees, the public and Elected Officials.
- Review and refer files that are appropriate for program placement.
- Prioritize multiple job tasks.
- Knowledge of laws and liabilities, as well as jail policies in dealing with classification and other programs.
- Work the jail Control Room as assigned.
- Non-exempt Staff may be required or requested to work overtime.
- Supervise, lead, and direct inmates while assigned to community litter pick up program.
- Safely operate county vehicles.

WORKING CONDITIONS

Work is performed both indoors or outdoors dependent on position. Lifting of records, reports, tools and equipment may be required, usually not in excess of 50 pounds. May be required to deliver items and operate county vehicles. Physical hazards may occur occasionally when dealing with hostile clients.

Civil Service Commission Signature of Approval: Approved 2/15/2024

DocuSigned by:
Sue Ickes
2F1F1786DC414B2...

DocuSigned by:
45396210FC4641B...

Elected Official / Human Resources Signature of Approval:

DocuSigned by:
Ryan Spurling
C1432299E1D342F...

DocuSigned by:
Mary Ransier
EEF3A6CEC95C48F...

I have read and understand the above position description:

Employee Name:_____ Date:_____

Employee Signature:_____