

## **CITY OF MARGATE, FLORIDA JOB DESCRIPTION**

**JOB TITLE: COMMUNITY SERVICE AIDE II (Job Code 667).**

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### **GENERAL STATEMENT OF JOB**

Under general supervision responds to miscellaneous calls of a non-violent nature, performs various department duties, and is trained in completing reports.

### **ESSENTIAL FUNCTIONS**

**The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.**

Responds to and answers calls of non-violent nature, i.e., lost/found property, traffic directions, missing persons, delayed reported thefts, motorist assists, criminal mischief, forgery. Counterfeit, fraud, civil assists, harassing/obscene phone calls, threats, suspicious incidents, delayed reports, animal calls, etc.

Assists complainant and investigates issues, gathering statements as necessary, ensuring the exchange of accurate information, and requesting assistance when situations escalate or involve a criminal matter.

Completes all necessary reports and retrieves information as directed.

Staffs the information window in department lobby as directed and processes incoming telephone calls to the appropriate entity.

Performs code enforcement and court liaison duties.

Assists in and investigates traffic crashes.

Investigates serious bodily injury and fatal crashes. Must be available for Traffic Homicide Investigations (THI) call-outs.

Performs school crossing guard activities.

Maintains radio contact with Communications while on duty and responds to all assigned calls in a prompt and safe manner.

Regularly inspects vehicle and other equipment for maintenance and repair needs.

Issues parking citations and traffic citations related to traffic crash investigations.

Attends court by subpoena and testifies in court.

Performs other related duties as assigned.

## MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent. Must possess and maintain a valid Florida Driver License. Must successfully complete Service Aide Academy. Must successfully complete all applicable Civil Service requirements. Must have successfully completed the Basic Traffic Homicide Investigations, Advanced Traffic Homicide Investigations, and Traffic Crash Reconstruction courses.

## MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve some walking, standing, some lifting and carrying objects of light to moderate weight (20-50 pounds)

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal and/or city administration operations.

Intelligence: Requires the ability to draw valid conclusions in task processing and prioritization. Requires the ability to apply principles or influence systems.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and filing documents, and for processing keyboard tasks.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination Requires the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal effectively with people in both the giving and receiving of instructions. Must be able to perform under stress of frequent deadlines.

Physical Communication: Requires the ability to talk and/or hear; (talking: expressing or exchanging information by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, e.g., dirt, cold, rain, fumes.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Ability to comprehend and retain knowledge of various fields relative to police, fire and rescue functions.

Ability to interact with people from varying cultural and educational backgrounds in resolving problems.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships with employees and the general public.

Ability to express ideas and communicate clearly and effectively both orally and in writing.

Ability to communicate via 2-way radio.

Ability to work under stressful conditions.

Ability to develop a working knowledge of city geography and surrounding areas.

Ability to demonstrate proficiency in all KSAs in the Community Service Aide I job description.

**EQUAL OPPORTUNITY EMPLOYER**

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

\_\_\_\_\_  
Employee Name and Signature

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Date