



City of Ames

Community Safety Officer (CSO) - Day, Evening, and Overnight Shifts

SALARY	\$21.22 Hourly	LOCATION	50010, IA
JOB TYPE	Less than 20 hours/week	JOB NUMBER	24-2209-02
DEPARTMENT	Police	OPENING DATE	01/20/2025
CLOSING DATE	1/31/2025 12:00 PM Central	FLSA	Non-Exempt
BARGAINING UNIT	MERIT	RESIDENCY REQUIREMENT?	No

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

The City of Ames Police Department is currently accepting applications for Community Safety Officer. Under direction, our Community Safety Officers will patrol assigned areas and issue tickets for parking violations, handle all parking calls and complaints tactfully, in a calm and respectful manner and respond to calls that do not require a sworn police officer. This position also performs other duties as required.

Candidates must be available to work 15-18 hours per week. Scheduled shifts often consist of three 6-hour shifts, for 2 different types of shifts. Regular shift schedule will start after a training period of approximately 10-12 weeks.

1) Various fluctuating shifts between 8 am and 11 pm, includes day and evening hours, and weekends.

OR

2) Overnight shifts are a set schedule, between 11pm to 6am, including weekends. These shifts are on a **set rotation** as follows: Monday/Friday/Saturday, second week is Tuesday/Wednesday/Thursday, both weeks are still between 11pm to 6am.

If selecting option 2, this is a set schedule after initial training.

Candidates may choose to be considered for both shifts options.

On-the-job training is provided. Due to the extensive training program and scheduling needs, all applicants are requested to commit to employment for 12 months or longer.

In order to be considered for this position, all applicants must submit an online application by the deadline listed on this posting. The application must include complete responses to the supplemental questions. A submission of a resume in lieu of work history on the application or answering the supplemental questions is not sufficient.

Applications submitted for this position by the application deadline may be considered for other openings in this classification for up to 6 months.

Examples of Essential Job Functions

Patrols assigned areas either on foot or in a vehicle, and issues tickets for parking violations. Reports parking meter defects to superiors. Prepares and maintains relevant reports. Responds to calls that do not require a sworn police officer, such as assisting with traffic direction, funeral escorts, minor accidents, animal control duties, and initiating case reports on minor incidents, such as vandalism, theft, etc. Provides transport of prisoners, as needed. May be responsible for the removal of hazardous items and clean-up of transport vehicles after use. May testify in court regarding parking and other witnessed incidents.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Qualifications

Required Education and Experience:

- High school diploma, HiSet, or GED.
- One year of experience in customer service and/or a field related to safety, enforcement or security.

Other Requirements:

- Must be at least 18 years of age.
- Must possess a valid driver's license.

Must be flexible and available to work assigned shifts, including weekends, to ensure adequate coverage during routine and special events.

Preferred:

- 3+ years of customer service experience, including problem solving and de-escalation of challenging situations.
- Currently enrolled in criminal justice field of study or completion of a criminal justice degree.
- Previous work experience in a law enforcement field or military background.
- Any specialized training related to the position or emergency response.
- Familiarity with the City of Ames streets or parking ordinances.
- Bilingual abilities.

Knowledge, Skills, and Abilities:

Some knowledge of the community's street layout. Knowledge of City parking ordinances. General knowledge of Police Department policies and procedures.

Skill in verbal and written communication. Skill in problem solving and making logical and sound decisions with minimum supervision and resources. Skill in the completion of detailed records and reports.

Ability to communicate effectively. Ability to understand and follow detailed verbal and written instructions. Ability to walk for extended periods of time under adverse weather conditions. Ability to write quickly, legibly and accurately when completing tickets and other forms. Ability to establish and maintain effective relationships with supervisors, coworkers, and the general public. Ability to respond tactfully and calmly to citizens during explanation and enforcement of City policy and regulations. Ability to take initiative and appropriate action when under pressure. Ability to be assertive in uncertain situations. Ability to take control during emergency situations. Ability to work independently and with a team.

Supplemental Information

Required Physical Activities: Standing, walking, talking, hearing, reaching, grasping, finger dexterity, stooping and repetitive motions.

Physical Characteristics of Work: Requires sitting and/or driving approximately 50% of the time and standing and/or walking approximately 50% of the time (including walking for extended periods of time under adverse weather conditions). Requires the exertion of under 10 pounds of force routinely, the exertion of 10 to 50 pounds of force occasionally, and the exertion of over 50 pounds of force infrequently, to lift or otherwise move objects.

Vision Requirements: The minimum standard for use with those who operate cars, light trucks, etc.

Environmental Conditions: The worker is exposed to extreme heat (above 100 degrees) or cold (below 32 degrees) for periods of more than one hour; noise; vibration; atmospheric conditions that affect the respiratory system (i.e. dust, fumes, gasses, odors); may have exposure to pepper spray, and other hazards. The worker is also required to work in darkness or under poor lighting conditions.

Examples of Equipment Used on the Job: Pickup truck/automobile. Two-way radio. Printed materials such as ticket pad, forms, city map, and code book. Basic computer equipment. Safety equipment such as safety vest, flares, and barricades.

Selection Process:

The selection process consists of an evaluation of education and experience, phone interview, on-site interview which will include a manager meeting, and completion of a criminal background check, which includes a sex offender registry check, and motor vehicle records check, and fingerprinting. All candidates will be notified by email of their application status.

****Preference may be given to applicants possessing qualifications above the minimum requirements.****

Depending on the number of qualified candidates, the City may forego phone interviews.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional

information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Agency

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

Community Safety Officer (CSO) - Day, Evening, and Overnight Shifts Supplemental Questionnaire

*QUESTION 1

Any work experience or education you refer to in these supplemental questions should be represented in the Education and Work History of your application. If these sections do not reflect the employers and education you refer to in any of your supplemental question responses, we will consider your application incomplete.

☐ I acknowledge that I may not be further considered for meeting minimum requirements of this recruitment if my application is incomplete.

*QUESTION 2

At the time of hire, will you have obtained a high school diploma, HiSet, or GED, be 18 years of age, and have a valid driver's license?

☐ Yes

☐ No

*QUESTION 3

Do you have at least 1 year of experience in customer service, including problem solving and de-escalation of challenging situations? Please list the activity, date(s), hours worked per week, and location.

*QUESTION 4

Please describe your previous activities and/or any education related to safety, security, traffic, parking, law enforcement or military. Activities are not limited to work experience but may include participation in any police department sponsored programs. Please list the activity, date(s), hours worked per week, and location.

*QUESTION 5

Please provide an example of the most difficult customer service situation you had to personally handle and for an employer listed in your application's work history.

***QUESTION 6**

Please list any related specialized training you have received and include dates of certification, if applicable.

***QUESTION 7**

Please describe your familiarity with City of Ames streets or parking ordinances.

***QUESTION 8**

What interests you about this position and what do you hope to gain from this experience?

***QUESTION 9**

It is important that the selected candidate for the Community Safety Officer position remain flexible to ensure proper coverage for routine and special event needs, such as ISU home football games. Is this a schedule you will be willing to accommodate?

☐ Yes

☐ No

***QUESTION 10**

Which shifts are you available to work? (Your response should not indicate your preference, but what you are actually able to work.)

☐ Various fluctuating shifts between 8am to 11pm; Weekdays and Weekends

☐ Overnight rotation. Set schedule, between 11pm to 6am, including weekends. Monday/Friday/Saturday, second week is Tuesday/Wednesday/Thursday, both weeks are still between 11pm to 6am.

☐ Both Shifts

***QUESTION 11**

If you are a student, are you available to work throughout the year and during extended school breaks?

☐ Yes

☐ No

☐ I am not a student

* Required Question