

Village of Waterbury  
Position Description

**Position:** Community Service Officer  
**Status:** Hourly, Non-Exempt  
**Department:** Police Department  
**Supervisor:** Chief of Police

**Summary of Duties:** The Community Service Officer will work at the direction of the Chief of Police to enforce the Parking Regulations that are included in the Village of Waterbury Ordinance Regulating Motor Vehicles and Traffic. The Community Service Officer will assist motorists find legal and convenient parking in the village and will act as a “goodwill ambassador” for the community while on duty. The expectation is that the Community Service Officer will issue parking tickets when vehicles are parked in violation of the ordinance, but the greater goal is to assist motorists to find parking spaces and to encourage orderly parking that is in compliance with the parking regulations.

This is a part-time, year-round position presently funded for 20 hours per week. The Community Service Officer’s work schedule is flexible and will be set by the Chief of Police. The Community Service Officer generally will be scheduled to work between the hours of 8:00 a.m. and 6:00 p.m. Some weekend work is expected and late night work may be required to enforce winter overnight parking regulation from November to April.

The Village has 20 hours per week of work available and may hire one or more employees to perform the duties of Community Service Officer provided that total regularly scheduled work hours per week do not exceed 20 hours.

**Specific Duties:**

- Patrol on foot the downtown business district of the Village of Waterbury to assist motorists to find legal parking spaces and to provide general information about the village and its businesses.
- Patrol on foot the downtown business district of the Village of Waterbury and issue tickets to vehicles in violation of the Village of Waterbury Ordinance Regulating Motor Vehicles and Traffic.
- Create and accurately maintain necessary records of tickets issued.
- Work with municipal clerical and accounting staff to account for fines.
- Deliver fines that are received at the police station to the Municipal Offices for deposit.
- Write follow up letters or make calls to violators who have not paid fines and assess and collect late penalties.
- Perform other duties related to the position as assigned by the Chief of Police

**Qualifications**

- Pleasant demeanor, ability to interact politely and professionally in situations that may be unpleasant or uncomfortable.

- Enthusiasm for and knowledge of Waterbury, its business and the Central Vermont Region
- Competent computer skills
- Good writing and verbal communication skills

**Compensation:**

- Pay Range: \$10.00-\$12.00 per hour
- Eligible for benefits accorded by municipal policy to employees including, but not limited to, accrued sick and vacation time.