

CITY OF TUALATIN

Classification Description

Job Title: Community Service Officer
Department: Police
Reports To: Police Lieutenant or Designee
FLSA Status: Non Exempt

SUMMARY: Performs operational support to police services; responds to low priority calls for service. Seeks compliance with laws, ordinances, the municipal code, and the development code and provides creative problem resolution. Provides a positive experience for customers through professional and courteous behavior. Performs crime prevention work, safety promotion and community public relations activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Provides assistance to sworn officers and participates in investigating criminal, civil, code, and traffic violations, obtains and preserves evidence, completes reports and prepares cases for filing of charges, and related activities; testifies in court as necessary. May assist property evidence staff with the collection, logging and storage of property and evidence, which may include gathering, documenting, and transportation of firearms, ammunition, controlled substances, and other potential safety-risk related items.

Receives requests from officers for assistance and information; follows up with requested information; assists officers at accidents and other incidents, events and meetings.

Provides non-sworn, general, complex and technical information to the public, other agencies, and to City staff; explains law enforcement practices, laws, codes, procedures and activities; provides references to specific community resources as appropriate.

Investigates municipal code and development code violations by making site inspections, researching appropriate codes, talking with citizens and staff, and taking appropriate action; pursues voluntary code compliance through conversation and letters to violators; issues citations for code violations, civil infraction notices and other notices as necessary; testifies in court.

Provides technical information and advice to the public, including explaining police practices and procedures and relevant laws, codes and ordinances.

Enters data into and operates city, departmental and criminal data computer systems, and generates a variety of reports.

Composes a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.

Act as liaison between the department management and community, business and public sector organizations; provides input to the department from outside agencies; identifies citizen attitudes and concerns; advises the department on public information needs and methods.

Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.

Ability to establish and maintain effective working relationships with supervisors, co-workers, City and department personnel, outside agencies and the general public.

Operates a City vehicle under routine conditions. Drives to city facilities, vendors, training programs, and meetings as necessary.

Performs other directly related duties consistent with the role and function of the classification.

SUPERVISORY RESPONSIBILITIES: Supervision is not a normal responsibility of this classification.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be at least 21 years of age.
- Must be free of conviction of a crime other than minor traffic violations.
- Must possess a valid driver's license/acceptable driving record at time of appointment.
- Must pass a criminal background check, drug screen and physical capabilities exam.
- Must obtain Community CPR and Basic First Aid Certification.

Ability to:

- Read, interpret and apply laws, ordinances, codes and department rules and regulations.
- Learn the City's geography, codes, ordinances and regulations.
- Deal both tactfully and firmly with individuals.
- Operate the tools and equipment necessary to perform duties.
- Think clearly and perform effectively in stressful or emergency situation
- Analyze situations and problems quickly and objectively to determine a course of action
- Understand complex oral and written instructions and act upon them accordingly.
- Communicate clearly and effectively in oral and written form.
- Communicate effectively with people on an individual or group basis.
- Establish and maintain cooperative, effective business relationships.
- Walk and stand for extended periods of time.
- Climb and descend stairs; occasionally climb structures.
- Withstand various weather conditions.
- Lift up to 50 pounds infrequently.
- Maintain and utilize common law enforcement equipment uniforms i.e., Ballistic vest, duty belt, and chemical agent.

Special Qualifications: This position involves the handling of safety-sensitive items such as firearms and controlled substances for the purposes of assisting property evidence staff with the maintenance, storage and processing of criminal evidence for potential criminal prosecutions. Employee must be able to pass a background investigation and be free of felony conviction and free of conviction for controlled substances. A criminal conviction may result in disqualification. Ability to work different shifts, which may include weekends and/or holidays. Employees in this classification are required to wear uniforms. Employee will be subject to a post offer, pre-employment drug test screening.

EXPERIENCE AND TRAINING:

EDUCATION and/or EXPERIENCE: Two years of academic study above the high school level or two years of progressively responsible experience with demonstrated ability to learn and apply detailed regulations and procedures. Knowledge of basic law enforcement principles and practices or code enforcement. Knowledge of available City facilities, services, significant features and areas of interest. Two years of academic study above the high school level preferred; or two years of progressively responsible experience with demonstrated ability to learn and apply detailed regulations and procedures.

Any satisfactory equivalent combination of experience and training which insures the ability to perform the work may be substituted for the above. A typical way to obtain the knowledge and abilities would be some experience in basic law enforcement principles and practices, or code enforcement.

Language Skills: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to a diverse audience.

Mathematical Skills: Ability to work with mathematical concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Independence of action is stressed. Assignments are general in nature requiring the application of technical skill and knowledge.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee regularly lifts and/or moves up to 10 pounds and occasionally lifts and/or moves up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is located both indoors in an office setting, with frequent exposure to outside weather conditions. The employee is occasionally exposed to moving mechanical parts; high altitudes or precarious places; fumes or airborne particles; and toxic or caustic chemicals. The noise level in the work environment is usually moderate. Employee will frequently be subject to emotional and/or upset individuals. Ability to work different shifts, which may include evenings, weekends and holidays; if required. Employees in this classification are required to wear uniforms.