



Community Service Officer

General Information

Classification Code:	POLCSO
Effective Date:	January 12, 2023
Pay Grade:	217
FLSA Status:	Non-exempt

Position Summary

Under the general supervision of a Sergeant, or other department supervisor, performs paraprofessional duties in support of Patrol Bureau operations and/or the Community Services Unit. Performs related duties as required.

Classification Characteristics

N/A

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Participates in a team effort to provide response to non-emergency calls for service, and may process routine calls independently, to include arranging for the towing of vehicles, retrieving stolen and recovered property, including firearms, and assisting at accident scenes.
- 2 Prepares, or participates in the preparation of, written reports on incidents that are not in progress and do not require sworn officer presence, to include, but not limited to: fraud, theft, criminal mischief, and other property crimes, no-injury accidents.
- 3 Participates in the enforcement of parking control laws such as nuisance vehicle and traffic hazard removal, and the issuance of parking citations; may be required to push vehicles, or safely lift equipment, road debris, or miscellaneous objects in the course of work assignments.
- 4 Provides on-site operational support at major incident scenes and special events by providing traffic direction, crowd control, or transporting supplies, food, or other logistical items.
- 5 Provides the leadership necessary for problem solving efforts of various neighborhood groups and/or business districts; participates in development strategies and gathering resources.
- 6 Operates department vehicles and equipment, to include police radios and computer systems.
- 7 Prepares and submits monthly reports of individual and unit work activity; completes technical reports as required; processes, maintains, and updates department records; enters and retrieves data using PCs and mainframe computer networks, including local, state, and national law enforcement resources.
- 8 Receives and screens incoming emergency and non-emergency calls for police assistance; obtains clarifying information for the completion of accurate police reports, and transfers emergency calls to a Dispatcher; interprets situational information to determine whether it is a civil or criminal matter; enters data in the computer.
- 9 Serves subpoenas issued by Municipal and/or Circuit Court.
- 10 Provides credible testimony in any judicial hearing.

Essential Duties	
11	Interacts with community members and public to include disturbed, distraught, difficult, or dangerous individuals. Dealings with individuals who may have contagious illnesses which may necessitate wearing protective gear and clothing.
12	Provides animal control services to include, but not limited to, stray dog and dog bite reports, animal violations for prosecution, transporting dogs to holding facilities, reuniting animals with owners.
13	Attends meetings and activities outside normal business hours including weekends. Works overtime as required.
14	Actively supports an inclusive and respectful work environment.
15	Performs other duties of a similar nature or level.

Functional Specific Responsibilities
<p>Patrol – Performs duties in support of and to assist sworn and non-sworn staff in a variety of non-emergency situations that do not require police officer authority.</p> <p>Animal Services – Performs additional duties related to animals. Apprehends, removes, and transports stray, injured, and nuisance animals. Conducts investigations related to animal bites, animal cruelty, or dangerous animals. Provides animal licensing services and issues citations for animal code offenses.</p>

Qualifications
<p>Minimum Qualification:</p> <ul style="list-style-type: none"> • Requires: <ul style="list-style-type: none"> ○ High School diploma or GED ○ One or more years of experience or training in basic law enforcement, code enforcement, criminal justice, social services, or related, and/or dealing effectively with the public while applying regulations. ○ Equivalency may also be met through additional education or graduation from Reserve Academy. • Preferred: <ul style="list-style-type: none"> ○ Bilingual in Spanish • Special Requirements: <ul style="list-style-type: none"> ○ Must be 18 years of age. ○ Must be able to pass a background investigation to include having no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e. felony convictions), or misdemeanors directly related to position. ○ Must meet minimum physical and psychological requirements as defined by a physician. ○ Must be able to work a flexible schedule which includes working evening, weekends, and holidays. ○ Must refrain from the use of tobacco products while on duty – This is a condition of employment.
<p>Licensing/Certifications:</p> <ul style="list-style-type: none"> • A valid State of Oregon Driver's license at the time of appointment and ability to maintain. • Pass Criminal Justice Information Services (CJIS) background requirements (including fingerprints). • Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification within three (3) months of hire, and renewal every two (2) years.
<p>Technology Skills:</p> <ul style="list-style-type: none"> • Electronic mail software - Microsoft Outlook • Internet browser software - Microsoft Internet Explorer • Office suite software - Microsoft Office • Presentation software - Microsoft PowerPoint • Spreadsheet software - Microsoft Excel

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- Word processing software -Microsoft Word

Knowledge Required:

- **Communications and Media** - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Computers and Software** - Knowledge computer applications including, but not limited to, Microsoft Office Suite (Word, Excel, Publisher), and traditional and social media platforms
- **Public Relations** – Knowledge of principles, methods, procedures, and practices of coordinating and operating a public relations and information program to include community involvement, outreach/engagement, and media requirements as they relate to law enforcement.

Skills:

- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents and can proofread written and electronic information for public dissemination including press releases, fact sheets, social media posts, reports, correspondence, and speeches
- **Speaking** - Talking to others to convey information effectively
- **Persuasion** - Persuading others to change their minds or behavior.
- **Judgment and Decision Making** - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Service Orientation** - Actively looking for ways to help people.
- **Problem Solving** - Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Negotiation** - Bringing others together and trying to reconcile differences

Abilities:

- **Resolving Conflicts and Negotiating with Others** –The ability to handle complaints, settle disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- **Working Directly with the Public** - The ability to deal directly with the public, including unpleasant, angry, or discourteous people with the potential exposure to disease or infections. Requires exposure to minor burns, cuts, bites, or stings. Requires wearing common and specialized protective or safety equipment.
- **Diversity and Inclusion** – The ability to demonstrate an awareness and appreciation of the cultural diversity of the community support and promote an inclusive and respectful workplace practices.
- **Oral and Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Clarity**- The ability to speak clearly so others can understand you.
- **Written Comprehension** - The ability to read, write, and understand information and ideas presented in writing.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense, such as interpreting and explain City and Department programs, policies and procedures.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve

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solving the problem, only recognizing there is a problem.

- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Selective Attention** - The ability to concentrate on a task over a period of time without being distracted.
- **Public Speaking** – The ability to speak in public before large and small audiences, presenting a variety of information, and being on camera.

Physical Requirements

Key	None 0% (0 hrs.)	Seldom 1-5% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)
	0%	1-5%	11-35%	36-75%	76-100%
BODY POSITIONS					
Standing			X		
Sitting			X		
Walking – Even Surface			X		
Walking – Uneven Surface	X				
Kneeling	X				
MOVEMENTS					
Bending/Stooping		X			
Twisting		X			
Crawling	X				
Squatting/Crouching	X				
Balancing	X				
Reach – Overhead	X				
Reach – Forward		X			
Reach – Backward	X				
Climbing – stairs	X				
Climbing - ladder	X				
USE OF HANDS					
Grasping – whole hand		X			
Grasping – pinch grip		X			
Fine manipulation/feeling			X		
Keyboarding			X		
LIFT/CARRY					
0-10 lbs.			X		
11-20 lbs.			X		
21-50 lbs.	X				
51-75 lbs.	X				
76-100 lbs.	X				
PUSH/PULL					
0-10 lbs.		X			
11-20 lbs.	X				
21-50 lbs.	X				
51-75 lbs.	X				
76-100 lbs.	X				
ENVIRONMENTAL HAZARDS					
Indoors				X	
Outdoors		X			
Dust	X				
Fumes/Odors/Gasses	X				
Chemical Agents	X				
Biological Agents	X				
Noise – Low		X			
Noise – Moderate	X				
Noise – High	X				
Low Light	X				
Heat		X			
Cold		X			
Restricted workspace	X				
Vibration – whole body	X				
Vibration - extremity	X				
JOB SPECIFIC					
Driving – vehicle/equipment		X			
Operate foot controls			X		
Seeing				X	
Talking				X	
Hearing				X	
Extended work hours		X			

Classification History

2020.10 – Job Description prepared and adopted

2023.01 – Revisions by HR