SPRINGFIELD OREGON

Classification Specification
City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information

Classification Title	Community Service Officer (Patrol)
Classification Code:	POLCSO
Effective Date:	04/2003
Pay Grade:	217
FLSA Status:	Non-exempt

Classification 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.

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 providing assistance 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; overtime as required.
14	Actively supports an inclusive and respectful work environment.
15	Performs other duties of a similar nature or level.

Qualifications

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:
- High School diploma or GED
- 1 year 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
- Preference for bilingual skills

Special Requirements
- Must be 18 years of age;
- Must pass background investigation, psychological and medical exams;
- Must pass physical agility test;
- Must qualify for access to computerized City and criminal justice systems and softwares;
- No felony convictions.

Degree and Licensing and/or Certification Requirements:
- Appointees must have certification on the State of Oregon Law Enforcement Data System (LEDS) or the ability to obtain a certificate within six months of the date of hire;
- Appointees must have a valid State of Oregon driver's license and safe driving record at the time of appointment.

Knowledge Required:
- Inclusive and respectful work place practices.
- Law enforcement operations and their role in community service;
- Safe handling and transport of firearms and weapons;
- Balance that exists between enforcement and service in police patrol environments;
- Problem-oriented policing strategies and procedures;
- Research methods, to include data gathering, organizing, and reporting;

Skills Required: *(Demonstrated skill in performing the following)*
- Demonstrating commitment to maintaining a respectful and inclusive work environment;
- Performing assigned duties in a safe manner;
- Learning police operations sufficiently to perform the duties of the position;
- Recognizing a potentially dangerous situation, and requesting appropriate back-up;

Qualifications

- Reading and interpreting State and Federal laws, and City Code as it pertains to assigned tasks;
- Applying problem-oriented policing strategies and procedures;
- Organizing and maintaining an effective schedule to accomplish assigned tasks;
- Using tact and persuasiveness to resolve conflict;
- Coordinating the work of program volunteers;
- Mediating issues and resolving conflict;
- Safely lifting and/or carrying heavy items that may weigh up to 60 pounds or more;
- Safely pushing or pulling objects which may be blocking pedestrian or vehicular traffic flows;
- Learning to use department equipment, to include radios, vehicles, and the police computer system and its applications;
- Communicating effectively in oral, electronic, and written formats;
- Interacting harmoniously with coworkers, other agencies, and the public;
- Traveling as required.

Physical Requirements

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Mobility to work in standard office setting and use standard office equipment. Mobility and physical strength/stamina to respond to emergency situations and accidents.

Must be able to work indoors and outdoors in a broad range of inclement/adverse weather conditions and be exposed to moderate and high noise levels.

Classification History

2016.04 – HR Reformat, modify