



City of Lake Oswego, Oregon

Job Description

COMMUNITY SERVICE OFFICER

FLSA Status: Non-exempt

Union Representation: LOPOA

Salary Grade: 307

Job Code: 3010

Summary

Work involves responsibility for performing a variety of assistance services to the public on behalf of the police department including gathering information, responding to citizen concerns or complaints in the field where no active criminal or civil activity is in progress. The work includes assisting sworn police officers by providing traffic control, or assisting a sworn officer at a crime scene. The work involves the exercise of sound judgment in assessing human behavior, for handling citizen concerns and complaints calmly and effectively. Work involves non-traditional working hours and schedule and traveling to a variety of locations via vehicle throughout the City. Supervision is received in the form of specific assignments, department guidelines and policies of a higher ranking law enforcement position.

Distinguishing Characteristics

The work of the Community Service Officer differs from that of a Police Officer by having limited law enforcement authority, used to citations for city ordinance violations as well as traffic citations for fire lane violations, handicap space violations, and moving violations which result in a traffic crash. The Community Service Officer is authorized to carry non lethal weapons. The Community Service Officer reports to the Patrol Support Supervisor.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Travels assigned area of the community on foot or in marked patrol vehicle to observe civil activity and report violations; investigates complaints by making site inspections, researching appropriate codes and talk with citizens and staff, issues warnings and citations for code violations.
2. Conducts security checks on buildings; directs traffic; investigates minor traffic accidents and answers general inquiries from the public.
3. Confers with individuals involved in disturbances to determine cause and course of action to take; calls police office in situations requiring arrest authority.
4. Enforces parking regulations by giving citations and warnings to violators.
5. Answers and initiates complaints regarding stray dog, dog bites and other animal-related reports; documents animal violations for future prosecution. Transports dogs to holding facilities or other locations.

6. Refers individuals and families to social agencies for assistance in resolving social or health problem.
7. Makes court appearances for ordinance violations and other work related activities.
8. Transports prisoners to and from the county jail.
9. Performs other duties of a similar nature or level.
10. May be assigned to Crime Prevention, a citizen-oriented activity consisting of presentations to civic and local groups, and demonstrations concerning crime prevention.
11. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Public safety practices and procedures.
- English grammar and basic mathematical computations.
- Personal computers and related software applications.

Skills and Abilities to:

- Read and perform basic mathematical calculations, and follow written and oral instructions.
- Write reports with proper format, punctuation, spelling, and grammar using all parts of speech.
- Speak with poise, voice control and confidence using correct English and well modulated voice.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D.

Licensing and Other Requirements:

Positions in this classification are required to possess a valid driver's license and ability to meet the City's driving standards.

Must be at least 19 years of age. Must be able to pass a thorough background check with no felony convictions, and pass a psychological and medical evaluation.

Duties will occasionally involve working in adverse or inclement weather conditions; exposure to high noise levels; dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours; occasional operation of a motor vehicle on public roads.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.