

 **City of Pendleton**

 **Job Description**

 **Community Services Officer**

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| **Department**: Police  | **FLSA**: Represented |
| **Reports to**: Detective Sergeant  | **Representation**: Pendleton City Police Association |
| **Pay Range**: Range 2, Steps A-I  | **Date**:  May 29, 2019 |

**GENERAL POSITION SUMMARY:** Acts as a liaison between the police department and the community by developing and implementing security strategies that assist/educate the public with the goal of reducing crime. Also performs a variety of public safety duties including, but not limited to; emergency response/aid, security, protection and investigative services to the citizens of the City of Pendleton while enforcing federal, state and local laws.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:**

1. Enforces Federal, State and city laws.
2. Investigates the circumstances and takes the necessary or prudent action in response to crime referrals primarily related to property crimes.
3. Examines crime scenes, including collection and preservation of evidence, processing of fingerprints and photographing evidence.
4. Monitors crime trends and activity while identifying proactive ways to deter such activity.
5. Maintains supplies and equipment necessary for the efficient operation of his/her duties.
6. Gives public talks aimed at educating the public on safety and crime

prevention related issues.

1. Oversees programs designed to enhance police operations through community involvement like Neighborhood Watch, Neighborhood Revitalization and Trespass Agreement.
2. Provides assistance to the public in emergency and non-emergency situations; administers first aid, and requests appropriate medical response; performs crisis intervention in sensitive situations and domestic disputes; educates the public on laws and ordinances; assists citizens with complaints and inquiries and directs them to the appropriate authority.
3. Keeps abreast of new techniques, tools, programs and court rulings used in the investigation and suppression of crime trends.
4. Prepares a variety of written and oral reports.
5. Investigates crimes, interviews witnesses, victims and suspects and provides feedback to the appropriate people concerning case status; collects and documents evidence.
6. Appears in court, and is available to testify in matters, which the officer has knowledge of whether it is criminal or civil.
7. Maintains proficiency in the use of police related equipment.
8. Prepares and maintains legible, concise and understandable record of activities (i.e. notebook).
9. Performs special assignments related to investigations, crime prevention and traffic enforcement.
10. Performs other duties as assigned.
11. Works overtime as needed to complete assigned tasks.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience**

1. High School Diploma (or GED) is required, and two years of full-time experience as a police officer while employed by a law enforcement agency; or
2. Classes or experience in criminal investigations is required for the position; and
3. Basic Police Officer Certification required for the position;
4. Certification must be obtained within 1 year of hire;
5. Any satisfactory equivalent combination of education and experience.

 \*\*This position is an assignment not a promotion\*\*or

**2. Necessary Knowledge, Skills and Abilities:**

1. Knowledge of methods, techniques, materials and equipment related to all aspects of law enforcement.
2. Ability to and ability to demonstrate proficiency in the use tools and equipment related to job assignment.
3. Ability to work efficiently.
4. Knowledge of City policies, procedures, regulations, and codes related to area of responsibility.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Skill in data entry, and word processing.
7. Ability to read and understand federal, state and local law.
8. Ability to coordinate and conduct a comprehensive investigation.
9. Ability to understand, analyze and interpret technical specifications.
10. Ability to respond to emergencies on a 24 hour basis.
11. Ability to manage cases, and time to ensure efficient service delivery.
12. Ability to work independently in the absence of direct supervision.
13. Ability to maintain regular and predictable attendance to serve customers/interact with (specify: co-workers/supervisor/patrons/clients, etc.), attend meetings, training, etc., or other face-to-face job requirements.
14. Ability to establish and maintain effective working relationships.
15. Ability to work as a team member.
16. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
17. Ability to perform the essential functions of the job.

4. **Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. Must be able to pass the department’s security clearance standards including review of criminal history and driving record.
3. [x]  Must possess at time of hire or obtain within one (1) year Oregon Basic Police Officer Certification.

5. **Tools and Equipment Used:**

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[x]  Presentation or desktop publishing software

[x]  Specialized or custom software

1. Vehicle - Car/pickup/van/SUV
2. Variety of weapons, less lethal tools, handcuffs, etc. used in law enforcement.

6. **Supervision:**

1. This position does not supervise other staff.
2. This position occasionally does provide lead worker direction for less tenured staff in the absence of supervisor(s).
3. This position reports to thee shift supervisor (Police Sergeant or Police Corporal). Supervision received is (choose one):

[x]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [ ]  General. Work is assigned more generally with the employee having some autonomy to determine the order or manner in which the work is completed. Policies and procedures exist.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

7. **Communications**:

1. Communications are: (choose one)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

[ ]  Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (check any that apply):

[x]  Complex

[x]  Controversial

[x]  Confidential

[x]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

8. **Cognitive Functions**: Check any that apply:

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[x]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish.

[x]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.)

[ ]  Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may determine their own practices and procedures. Routinely engages in autonomous problem-solving.

[ ]  Responsible for developing programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. May include developing and implementing policies, procedures or regulations.

**9.Work Environment*:*** *(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Work is performed primarily outdoors. Work is most often outdoors and includes exposure to weather extremes.
2. Strength Rating (see attached definitions) is: Medium .
3. Hazards include: Check all that apply and include the percentage of time exposed to the listed hazard:

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[x]  Exposure to toxic elements/hazardous chemicals 3%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[x]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) 3%

[x]  Exposure to weather or temperature extremes 60%

 [x]  Isolation 10%

 [x]  Exposure to light or noise extremes 5%

 [ ]  Regular travel outside the City \_\_\_\_%

 [x]  Other May become involved in physical confrontations, be exposed to diseases, and/or dangerous animals.

1. General hours of work vary based on a 12-hour rotating schedule. Variations include (check all that apply):

[x]  Frequent or regular overtime

[x]  Subject to emergency call out

[x]  Night shift

10. **Resource Accountability:**

1. This classification will not typically make budgetary recommendations.
2. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high- level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[x]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

*The job classification 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.*

Drafted: 11/06/01

Adopted: 11/20/01

Revised: 5/29/19

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.