

City of Springfield

COMMUNITY SERVICE OFFICER 1

GENERAL DUTIES AND RESPONSIBILITIES

Under the general supervision of a Police Sergeant or Captain, performs paraprofessional duties in support of police operations, the department Crime Prevention Program, and the City's animal control ordinance. Performs related duties as required.

ESSENTIAL DUTIES

1. Responds to non-emergency calls for service that do not require the presence of a police officer; prepares written incident reports for all non-emergency calls, to include burglaries, thefts, criminal mischief, violations of the animal control ordinance, etc.
2. Performs varied duties that support animal control within the City including investigating citizen complaints, apprehending dogs at large, interacting with pet owners, complainants and the general public and issuing citations for City code violations.
3. Serves as a liaison between the department and citizens who want to report their concerns and problems as members of the community.
4. Participates in the problem solving efforts of various neighborhood residents; provides assistance in the development of strategies and gathering of resources.
5. Operates department vehicles and equipment, to include animal control units, police radios and computer systems; may transport apprehended animals to an animal shelter.
6. Prepares and submits monthly reports of individual and unit work activity; completes incident reports, and technical reports as required; may respond to subpoenas and testify in court.
7. Participates in department meetings and training sessions as required.

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QUALIFICATION REQUIREMENTS

General Knowledge, Skills, and Abilities

Knowledge of the role of law enforcement in a community; knowledge of techniques, methods, and procedures for the safe and efficient handling, control, and transport of animals; knowledge of methods and techniques for conflict resolution; ability to learn the local and state ordinances and regulations, and department policies that pertain to animal control and regulation; ability to safely lift or maneuver dogs that may weigh 60 pounds or more; ability to learn police operations sufficiently to perform the duties of the position; ability to read and interpret the City Code as it pertains to assigned tasks; ability to apply problem solving and conflict resolution techniques to work assignments; ability to learn to use department equipment, to include radios, the police computer system, chemical sprays, and other special equipment; ability to communicate effectively in oral and written formats; ability to interact harmoniously with coworkers, other agencies, pet owners, and the public.

Experience and Training

Completion of job-related college coursework in law enforcement, criminology, sociology, and/or psychology, and one year of experience in positions requiring stressful interaction with the public, to include a familiarity with the care, handling, and control of animals. Additional related college may be substituted for half of the required experience, or any combination of experience and training that provides the required knowledge, skills, and abilities.

Certification

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.

License

Appointees must have a valid State of Oregon driver's license at the time of appointment.

CONDITION OF EMPLOYMENT

Police Department employees hired after June 1986 must refrain from the use of tobacco products while on duty.

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