

City of Springfield

- COMMUNITY SERVICE OFFICER 2

GENERAL DUTIES AND RESPONSIBILITIES

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

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, and providing assistance at accident scenes.
2. Prepares, or participates in the preparation of, written reports on incidents that are not in progress, to include, but not limited to: fraud, theft, criminal mischief, and other property crimes.
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, or transporting supplies, 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. Participates, as needed, in various crime prevention programs, to include school education, Neighborhood Watch, Block Home, Safety Town, and the Citizens' Police Academy; organizes and facilitates community meetings with various department staff members; may conduct safety and security surveys for homes and businesses.
7. Operates department vehicles and equipment, to include police radios and computer systems.
8. 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.
9. 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.
10. Serves subpoenas issued by Municipal and/or Circuit Court.

QUALIFICATION REQUIREMENTS

General Knowledge, Skills, and Abilities

Knowledge of law enforcement operations and their role in community service; knowledge of the balance that exists between enforcement and service in police patrol environments; knowledge of problem-oriented policing strategies and procedures; knowledge of research methods, to include data gathering, organizing, and reporting; ability to learn police operations sufficiently to perform the duties of the position; ability to recognize a potentially dangerous situation, and request appropriate back-up; ability to read and interpret State and Federal laws, and City Code as it pertains to assigned tasks; ability to apply problem-oriented policing strategies and procedures; ability to organize and maintain an effective schedule to accomplish assigned tasks; ability to use tact and persuasiveness to resolve conflict; ability to coordinate the work of program volunteers; ability to organize and maintain effective crime prevention activities; ability to facilitate community teamwork and group meetings; ability to mediate issues and resolve conflict; ability to safely lift and/or carry heavy items that may weigh 60 pounds or more; ability to safely push or pull objects which may be blocking pedestrian or vehicular traffic flows; ability to learn to use department equipment, to include radios, vehicles, and the police computer system and its applications; ability to communicate effectively in oral, electronic, and written formats; ability to interact harmoniously with coworkers, other agencies, and the public, ability to travel as required.

Experience and Training

Completion, or equivalent, of a two year college program, to include coursework in law enforcement, criminology, sociology, or a related field, and one year of experience in a law enforcement support program. Additional experience in law enforcement support programs may be substituted for the required college coursework, 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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