



COMMUNITY SERVICE OFFICER

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Community Service Officer	Effective Date:	September 1, 2019
Working Title:	Community Policing Specialist	Type:	Represented by Keizer Police Assoc.
Department:	Police	Supervisor:	Patrol Lieutenant
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Major responsibilities require consistent attention and commitment to the agency's mission. All assigned duties and tasks are expected to be performed in an effective, efficient, and safe manner with minimal supervision. Employee must accept the responsibility to support and promote this organization's mission and comply with its directives. Personal conduct and behavior (on-duty and off-duty) must be such that it builds public confidence in the agency and its members. This position requires problem-solving ability, self-initiative, and the ability to work independently in conformance with established guidelines and standards. Successful performers are those who are capable and willing to make decisions that are consistently in conformance with the agency's mission, goals, and objectives.

Under the direction of a police lieutenant, this non-sworn position provides services such as community relations outreach, coordination of crime prevention and public relations programs, coordination and development of Neighborhood Watch programs, listening to and reporting community concerns, performing fleet service duties, and assisting sworn law enforcement personnel with other police activities as needed.

SUPERVISION

Not a supervisory position.

PHYSICAL & MENTAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement, and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical & Mental Demands

In the performance of job duties, the employee is frequently required to sit; talk and hear; walk; use hands to handle and feel objects, tools, or controls; bend; stoop; and reach with hands and arms. Work conditions may vary by shift. Some tasks are performed in an office environment while others are performed in vehicles and outdoors. Some tasks require heavy lifting, pushing, pulling, or carrying heavy loads. Physical strength, agility, and stamina sufficient to perform the duties, including work beyond normal requirements in emergencies are required. Flexibility is important because of the need to frequently enter and exit vehicles, climb over and around obstacles, work in confined spaces, etc.

Mental alertness is important due to the specialized nature of the work involved. The ability to exercise discretion and judgment and to maintain confidentiality is imperative. The employee must remain physically and mentally fit to handle recurrent contacts and involvement with potentially dangerous people, animals, and equipment.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions

In the performance of the job duties, the employee will perform this job in an office environment under usual office working conditions with work also performed outside in all types of weather conditions. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions and background noises, but can be moderately noisy while in the field. Duties include contact with employees, other government agencies, vendors, and members of the public in conflict situations and risk of exposure to bloodborne pathogens and disease. Frequent work performed off-site in all types of weather conditions. Overtime may occur, but is not a regular component of this position.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally, and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to working hours, and operating a motor vehicle safely and legally while on City business.

50% Community Policing

Coordinates and schedules crime prevention and public relations programs including, but not limited to, Neighborhood Watch, Business Watch, National Night Out, and BLAST Camp.

Maintains crime prevention and public relations program databases and ensures compliance with program requirements.

Utilizes social media platforms to disseminate and gather information.

Supports special events, which may include developing visual aids and other items for public display.

Effectively interacts with the community via all available modes (for example, in person, by voice, electronically).

Crime prevention liaison to various civic groups.

Listens to and reports community public safety concerns.

Creates and maintains brochures, informational pamphlets, and crime prevention bulletins.

Offers community and city resource referrals and conducts department tours.

50% Fleet Services

Coordinates fleet services by assuring that vehicles and vehicle accessories are properly equipped, maintained, and in good working order.

Schedules and transports vehicles and equipment to repair facilities and other service shops.

Performs minor maintenance checks, troubleshooting, and repairs as needed.

Commissions and decommissions vehicles, prepares surplus police vehicles for public auction.

Maintains accurate service records and complies with safety recall notices.

Recruits and coordinates non-sworn volunteers.

MINIMUM QUALIFICATIONS

Education & Experience

High school diploma or equivalency and two years' experience, paid or unpaid, in one or more of the following; community outreach, communications, public relations or a similar field demonstrating a history of community involvement and project leadership and experience with basic vehicle maintenance including changing tires and wiper blades as well as scheduling repairs, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

- Pass a comprehensive background investigation.
- Valid driver license at time of hire and maintained during employment.

ADDITIONAL QUALIFICATIONS

Knowledge

- Verbal and written fluency in English language; bilingual Spanish skills desirable.
- Business English composition, spelling, and punctuation.
- Appropriate communication etiquette.
- Problem solving techniques.
- Standard computer applications and computer operation, including proficiency in Microsoft Office programs Excel, Word, and PowerPoint.
- General law enforcement procedures, policies, and terminology or interest in and ability to rapidly acquire such knowledge.

Skill & Ability

- Organize and evaluate a variety of information and take appropriate action.
- Speak and present information on the phone and in person to individuals and groups.
- Effectively utilize a variety of social media platforms.
- Familiarize and explain laws and statutes to citizens of varying backgrounds and educational levels.
- Assess priorities and efficiently prioritize tasks.
- Perform multiple duties simultaneously and accurately under strict timelines and stressful conditions.
- Exercise tact, diplomacy, and persuasion with diverse clientele; consistently demonstrate good customer service.
- Provide training to others and provide support to staff.
- Establish effective working relationships with the general public, vendors, and other City employees and volunteers.
- Possess the technical and communication skills to perform the essential functions of the position.
- Work independently with limited supervision.

Licenses, Certifications & Other Requirements

- Required within six months of hire: NIMS ICS 100 and 700 Certifications.
- Required at time of appointment: possession of Law Enforcement Data System (LEDS) certification and Criminal Justice Information Services (CJIS) clearance or must obtain both within 90 days. Must be maintained during employment.