



CITY OF LEBANON

*The City That Friendliness Built*

## JOB DESCRIPTION

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<b>ORGANIZATION:</b>	City of Lebanon	<b>LOCATION:</b>	Lebanon, OR
<b>DEPARTMENT:</b>	Police	<b>DATE:</b>	October 2015
<b>JOB TITLE:</b>	Community Service Officer	<b>JOB STATUS:</b>	Non-Exempt
		<b>FLSA EXEMPT:</b>	No

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**PURPOSE OF POSITION:** Performs a wide range of duties in support of departmental operations in one or more of these areas: animal control, jail duties, park enforcement, minor traffic crashes (non-injury), evidence collection and processing, and assisting the Patrol and Records sections. Performs related work as required.

**ESSENTIAL JOB FUNCTIONS, DUTIES AND RESPONSIBILITIES:** *The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include essential functions and responsibilities the incumbent may be expected to perform.*

1. Takes reports from victims of crimes where there are no significant leads or identifiable suspects and where immediate investigative follow-up is not needed. Reports may include, but are not limited to, bicycle thefts, thefts from vehicles, vandalism, and City code violations.
2. Respond to citizen requests for information, assistance, or complaints concerning animals running at large, barking dog complaints and abandoned vehicles.
3. Patrol all City parks, enforcing all City codes related to parks, and work with City of Lebanon Maintenance Department to ensure problematic areas are being addressed.
4. Assists Patrol Division with traffic control at traffic collisions. Facilitates the exchange of information at non-injury traffic collisions where no citations will be issued. Responds to traffic hazards and disabled vehicles within roadways of Lebanon.
5. Assists Code Enforcement by responding to complaints of reported City code violations relating to animals, noise, garbage/rubbish dumping, alarms, abandoned vehicles, or other code-related matters.
6. Conducts field investigations of potential violations; gathers evidence; questions or interviews complainants, witnesses, and suspects; compares facts to code requirements; makes findings; issues warnings, correction notices or citations.
7. Coordinates with other department units (Public Works, City Planning, Building and related departments), prosecuting attorney, and other staff or agencies as needed.

8. Reviews cases being prepared for trial with emphasis on the evidentiary and legal issues crucial to successful prosecution. Prepares detailed reports of activities and investigations made, consults with prosecutors and prepares case reports for court action, and testifies in court.
9. Performs jail duties to include housekeeping and feeding of prisoners; performs custodial duties as needed.
10. Assists other staff in the performance of their duties as assigned.
11. Maintains regular attendance and adherence to working hours.
12. Represents the City of Lebanon by responding to the public, citizens, its employees and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor.
13. Regards everyone (internal and external) as a customer, and delivers the best service possible in a respectful and patient manner.
14. Operates a motor vehicle safely and legally.

**MANDATORY QUALIFICATIONS:****EDUCATION AND EXPERIENCE:**

1. High school diploma or GED equivalent.
2. One year's experience and training in dealing effectively with the public and/or equivalent combination of education and experience. Preference may be given to applicants with an advanced educational degree and/or training that relates to the requirements of this position.

**Licenses & Certificates:**

1. Must be 18 years of age, and able to pass a criminal record and background investigation.
2. Possess and maintain a valid Oregon operator's driver's license.
3. Possess and maintain LEADS Inquiry Certification within six (6) months of appointment.
4. Possess and maintain CJIS security clearance.
5. Possess and maintain CPR/First Aid certificate within six (6) months of appointment.

**DESIRABLE QUALIFICATIONS:**

1. Previous law enforcement experience.
2. Associate's Degree in related field.
3. Bilingual/multilingual.

**KNOWLEDGE, SKILLS AND ABILITIES:** *The qualities below reflect the working dynamic of the position.*

**Knowledge of:**

1. General knowledge in the use of personal computer including word processing and specialized software; motor vehicle; phone, mobile or portable radio; copy and fax machines; sound or distance measuring equipment; and any other related equipment and tools.

2. Law enforcement principles and police operations; animal control; community policing concepts; community resources, including functions of other City departments, law enforcement agencies, and public service providers.

**Skill in:**

1. Ability to learn the applicable laws, ordinances, and department rules and regulations.
2. Preparing, writing, organizing and maintaining reports.
3. Testifying in court in an objective, concise and professional manner.
4. Following verbal and written instructions.
5. Learning the City's geography.
6. Learning how to effectively and safely deal with animal complaints which may include dangerous, injured or dead animals that are a threat to public safety.
7. Proper use of animal control equipment.
8. Handling junk and trash complaints.
9. Processing and enforcing abandoned vehicle codes.

**Abilities to:**

1. Communicate effectively, both orally and in writing.
2. Establish and maintain effective working relationships with citizens, peers and supervisors.
3. Handle stressful situations and effectively deal with difficult or angry people.
4. Proficiently and effectively read, speak, and write the English language.

**SPECIAL REQUIREMENTS:**

1. Must be free of conviction of a crime other than minor traffic violations.
2. Must be available to work various shifts including evenings, weekends and holidays.

**PHYSICAL DEMANDS OF JOB/POSITION:**

1. The physical demands described here (including lifting, mobility, movement, manual dexterity) 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.
2. In the performance of job duties, the employee is frequently required to sit, talk and hear. The employee is occasionally required to stand; walk; use hands to finger, handle or operate objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.
3. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include up-close, distance, color and peripheral vision, as well as depth perception and the ability to adjust focus.
4. Manual dexterity and coordination are required to perform the work; these are used while operating equipment such as computer keyboards, calculators, telephones, Patrol/administration vehicles, defensive tools and Taser.

**WORKING CONDITIONS:**

1. Work is performed in a variety of environments including usual office working conditions.
2. The noise level in the work area is somewhat higher than a typical office environment; however, no hearing protection is required.
3. Incumbent will be required to adjust work schedule to fit meetings, special events, or class schedules.
4. Work environment may require the use of a less-lethal weapon and portable radio.

**SUPERVISORY RESPONSIBILITIES:** This is a non-supervisory, non-certified position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly-assigned personnel.

**SUPERVISION RECEIVED:** Works under the direct supervision of the Police Captain.



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Approved by City Manager

October 2015