

CITY OF BEAVERTON
Police Community Services Specialist

General Summary

Provide community policing information and education to the public. Assist with developing and implementing specialized non-enforcement related programs.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Coordinate events, special projects and activities.
2. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
3. Assist in identifying short and long term solutions and prevention strategies addressing community public safety concerns.
4. Work with citizen advisory groups, businesses and the community to determine what services are needed. Coordinate police involvement in various community related activities and events.
5. Coordinate program components including meeting with and/or coordinating various groups to explain processes and procedures. Apply discretion in interpreting and applying program rules and regulations.
6. Provide a variety of administrative support, such as formatting and maintaining databases and spreadsheets, verifying, tracking and updating information including budget monitoring. Produce standard and customized reports. Prepare and distribute materials.
7. Respond to citizens' questions and comments in a courteous and timely manner. Provide information on City and program policies and procedures. Calm and diffuse confused or irate customers.
8. Participate in division/section operational processes including procedure development and implementation.
9. Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
10. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.

12. Participate in the City Emergency Management program including classes, training sessions and emergency events.
13. Produce an acceptable quantity and quality of work that is completed within established timelines.
14. Follow standards as outlined in the Employee Handbook.
15. Support and respect diversity in the workplace.

Other Functions

1. Provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of police procedures and laws
- ◆ Working knowledge of crime prevention strategies
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Advanced knowledge of English grammar, spelling and usage.
- ◆ Basic knowledge of practices and principles of public/business administration
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.

Skills/Abilities Required

- ◆ Strong ability to perform basic data analysis and prepare reports.
- ◆ Strong ability to make presentations and develop reports that may include technical information.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Ability to maintain a filing and record-keeping system.
- ◆ Skill in conceptual analysis and policy/program development and implementation.
- ◆ Ability to monitor budget and develop cost estimates.
- ◆ Strong ability to use word processing, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment.

Minimum Qualifications Required for Entry

High school diploma or GED and 2 years of administrative and community outreach experience in a public safety environment or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. Some public speaking experience preferred.

Licensing/Special Requirements

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; daily operation of power office equipment; occasional lifting, moving or carrying of objects of 20 to 40 pounds; daily crouching, bending, reaching or kneeling; occasional dealing with distraught or difficult individuals; frequent work activities or meetings outside normal working hours.

Classification History

New classification: May 11, 2010

Status: BPA
FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date