

# CITY OF BEAVERTON

## Community Service Officer

### General Summary

Provide prisoner transport and escort to and from court and correctional facilities and provide general security throughout court sessions. Perform parking enforcement duties as well as a wide variety of police-related operational support. Exercise limited sworn police authority as authorized by the Chief of Police and department policy.

### 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 transfer and transport of prisoners between the court and correctional facilities according to established procedures. Maintain custody of prisoners while in the presence of City employees. Maintain City's prisoner holding area. May perform searches of persons and belongings.
2. Ensure court security by escorting and remaining with restrained prisoners in the courtroom. Take individuals into custody when ordered by Judge and arrest person on outstanding warrants. Develop and coordinate security plans in conjunction with court and police personnel. Ensure the completion and delivery of related prisoner paperwork. Perform fingerprinting as necessary.
3. Operate the video arraignment system in the jail. Maintain security of persons, evidence, and or documents per departmental standards. Prepare reports and other related documentation as needed.
4. Provide information and direction to defendants and public. Verify documents such as insurance and registration for effective dates, as well as inspect vehicles to confirm corrective action has been taken.
5. Review photo red-light violations and confirm violations are prosecutable based on driver description, vehicle owner information on file, and vehicle descriptions. Confirm violations meet standards for citation approval.
6. Administer first-aid as necessary.
7. Perform parking enforcement duties according to established procedures, laws and codes. Upon court order, boot vehicles for unpaid tickets.
8. Enforce codes relating to abandoned vehicles as identified by the Code Services Department. Run vehicle checks and make determinations on towing. Complete related paperwork and notify Code Services and last known registered owner.

9. Deliver paperwork and evidence to appropriate agencies. Deliver various vendor supplies and transport property. Dispose of hazardous materials as assigned.
10. Testify in court for work-related activities.
11. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Uphold the department's community oriented policing philosophy.
12. Produce an acceptable quantity and quality of work that is completed within established timelines.
13. 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.
14. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
15. Participate in the City Emergency Management program including classes, training sessions and emergency events.
16. Follow standards as outlined in the Employee Handbook.
17. Support and respect diversity in the workplace.

### **Other Functions**

1. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of prisoner transport safety, security, rules and regulations.
- ◆ Working knowledge of parking enforcement and related codes.
- ◆ Basic understanding of related laws, statutes, regulations, ordinances and procedures.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.

### **Skills/Abilities Required**

- ◆ Ability to operate assigned equipment including radio, handgun, handcuffs and other restraints skillfully and safely in conformance with applicable laws and regulations.
- ◆ Ability to interpret maps and locations within operating territories.
- ◆ Ability to maintain verbal and physical control over criminals.
- ◆ Ability to understand and apply the department's use of force policy.
- ◆ Working knowledge of fingerprinting.
- ◆ Ability to act effectively and calmly in emergency situations.
- ◆ Ability to participate on a team focused on producing high quality results.

- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ 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 make presentations.
- ◆ Ability to use a keyboard, word-processing and spreadsheet programs, or other application software as required for the position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

### **Minimum Qualifications Required for Entry**

High School diploma or GED and experience or training in a law enforcement field or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Must pass a physical exam.
- ◆ Department of Public Safety Standards Corrections certification within 18 months of date of hire.
- ◆ Reserve academy graduate preferred.

### **Working Conditions**

Occasional focus on a computer screen; daily precise control of fingers and hand movements; daily dealing with disturbed, distraught or difficult individuals; frequent dealing with dangerous individuals (felons); weekly dealing with individuals with contagious diseases; occasional handling of hazardous materials; wearing protective gear and clothing; occasional attendance at meetings or activities outside of normal working hours; occasional work outdoors in inclement weather; daily operation of a motor vehicle on public roads.

### **Classification History**

As of 10/97: Community Service Officer

Revised: 7/98

New class specification title 1/98: Community Service Officer

Revised: 1/00 to reflect BPA

Revised: 11/04

Revised: 1/1/09

Revised: 3/3/11

Status: Beaverton Police Association

FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date