

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: COMMUNITY SERVICE OFFICER

General Function:

An employee in a Community Service Officer position will be assigned one of the following positions: animal control officer or a property control officer.

Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.
2. Maintains a positive relationship with contacts specific to them and positions outside the City organization.
3. May perform routine patrol of city streets, impounding dogs running at large or contacting owners of animals. Investigates all complaints involving animals and takes appropriate action. Maintains records of activities related to the impoundment of dogs and other animals.
4. May perform routine patrol of city streets for civil code violations such as illegal signs, garbage, and debris, nuisances affecting public health, etc. Investigates complaints, as assigned. As needed, contacts citizens and business and property owners. Takes appropriate action and maintains appropriate records.
5. May function as the Police Department Property Control Officer, which consists of handling all property either seized or found by the Police Department. Disposes of evidence upon completion of cases, by returning property to owner or destroying property.
6. As required, performs City courier service by delivering and picking up mail, supplies, printing, etc. May post public notices and run other errands as assigned.

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7. As needed, testifies in court regarding issuance of citations for animal ordinance, civil code violations or property issues.
8. May supervise and train code enforcement personnel as assigned.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

- i) Graduation from high school or equivalent GED certification. Desirable to have some training in or experience working with animals, mainly with dogs. Knowledge of animal behavior and handling techniques required. Ability to read and comprehend animal control and civil ordinances and laws required.

b) Training:

- i) Specialized skills required include written and oral communications including the ability to maintain composure in stressful enforcement situations, the ability to operate a personal computer and the ability to learn property tracking systems, such as bar coding. Desirable to have knowledge of basic investigation techniques.
- ii) Must have a valid driver's license at time of appointment.

2) Supervision:

Received: Receives limited supervision as needed by Patrol or Detective Division Supervisor who provides guidance and reviews work for results obtained and conformance to ordinances, laws and rules and regulations of the department.

Exercised: May be assigned supervisory responsibilities for code enforcement personnel having major responsibility for training, and assignment of work. May have input as to pay adjustments, counseling, performance appraisal, discipline and termination.

3) Communication:

Relationships must be maintained outside the City with organizations including regular contact with Clackamas County Animal Control regarding animal impounds and regular contact with outside police agencies on matters related to property and evidence.

Contacts made with other City departments include those with planning when receiving complaints or advice on civil infraction violations.

Contacts with the City's residents are daily regarding enforcement of civil and animal control ordinances, nuisances affecting public health such as noxious weeds and growth, garbage and debris, and business licenses. Sometimes contacts may involve stressful enforcement encounters.

Is entrusted with highly confidential or sensitive information, as necessary, relating to enforcement of animal and civil ordinances and the seizure, holding and release of property and evidence.

4) Cognitive Functions:

Work is governed extensively by written policies, procedures, and guidelines and state and municipal ordinances and laws.

As relates to assigned duties, may have input into the development of methods and procedures. May recommend new policies.

Errors could result in civil liability or loss of a case due to mishandling of evidence or improper or lack of the enforcement of civil violations.

Precedent is available to resolve most problems. Police Chief and other Superior police personnel provide advice as needed.

Most tasks are well defined and recurring. May need to devise new methods to resolve problems encountered with the public or animals due to the variety of conditions and circumstances encountered.

Decisions most often made in the course of work include those discretionary decisions as to the type of enforcement to use based on the violation and attitude, and cooperative spirit of subject involved in the violation.

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5) Working Conditions:

Adverse working conditions include driving and working in inclement weather and the physical exertion involved in handling animals and evidence.

Physical risks exposed to are frequent, including possible injuries by aggressive animals and regular handling of bio-hazardous material and firearms.

Has normal business hours. May be required to work irregular shifts.

6) Resource Accountability:

Is responsible for the safe operation and maintenance of assigned City vehicle and equipment therein, as well as, safe keeping of property and evidence.

Records maintained include property and evidence records which mostly include sensitive and confidential information when recording and transferring evidence and property.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.