



## EMPLOYMENT OPPORTUNITY

### City of Roseburg, Oregon Community Service Officer \$22.5835 - \$28.9088/hour



**Applications close – 5:00 p.m., Friday, December 15, 2023**

*Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties, does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee, and may be changed by the employer at any time.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, providing that an accommodation(s) does not create an undue hardship for the employer, remove an essential job function, and/or, create a direct safety threat to the individual, or others.*

### **DEFINITION**

The Community Service Officer works under the general supervision of the Watch Commander and/or Administrative Sergeant and performs paraprofessional duties in support of Patrol operations.

### **ESSENTIAL FUNCTIONS**

*These duties are a representative example; position assignments may vary depending on the business needs of the department and organization.*

- Prepares, or participates in the preparation of, written reports on incidents that are not in progress and do not require sworn officer presence, to include, but not limited to: fraud, theft, criminal mischief, other property crimes, and no-injury accidents.
- Participates in a team effort to provide response to non-emergency calls for service, and may process routine calls independently, to include arranging for the towing of vehicles, retrieving stolen and recovered property, including firearms, and providing assistance at accident scenes.
- Participates in the enforcement of parking control laws such as nuisance vehicle and traffic hazard removal, and the issuance of parking citations; may be required to push vehicles, or safely lift equipment, road debris, or miscellaneous objects in the course of work assignments.
- Provides on-site operational support at major incident scenes and special events by providing traffic direction, crowd control, or transporting supplies, food, or other logistical items.
- May serve subpoenas issued by Municipal and/or Circuit Court.
- Provides the leadership necessary for problem solving efforts of various neighborhood groups and/or business districts; participates in development strategies and gathering resources.
- Operates department vehicles and equipment, to include police radios and computer systems.
- May prepare and submit monthly reports of individual and unit work activity; completes technical reports as required; processes, maintains, and updates department records; enters and retrieves data using PCs and mainframe computer networks, including local, state, and national law enforcement resources.

- Receives and screens incoming emergency and non-emergency calls for police assistance; obtains clarifying information for the completion of accurate police reports, and transfers emergency calls to a Dispatcher; interprets situational information to determine whether it is a civil or criminal matter; enters data in the computer.
- Deals with individuals who may have contagious illnesses, which may necessitate wearing protective gear and clothing.
- Provides credible testimony in any judicial hearing.
- May interact with community members and public to include disturbed, distraught, difficult or dangerous individuals.
- Partners with Community Development on unhoused camp cleanups, to include posting campsites and booking items of utility collected from campsites.
- Actively supports an inclusive and respectful work environment.
- Provides animal control services to include, but not limited to, stray dog and dog bite reports, animal violations for prosecution, transporting dogs to holding facilities, reuniting animals with owners.
- Attends meetings and activities outside normal business hours including weekends.
- Performs other duties of a similar nature or level.

## QUALIFICATIONS

*An entry-level appointee would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.*

### **Knowledge Required:**

Inclusive and respectful work place practices. Law enforcement operations and their role in community service; Safe handling and transport of firearms and weapons; Balance that exists between enforcement and service in police patrol environments; Problem-oriented policing strategies and procedures; Research methods, to include data gathering, organizing, and reporting.

### **Skills Required:**

Demonstrate commitment to maintaining a respectful and inclusive work environment; Perform assigned duties in a safe manner; Learn police operations sufficiently to perform the duties of the CSO position; recognize a potentially dangerous situation, and requesting appropriate back-up. Emphasize and provide excellent customer service.

### **Essential Functions:**

Read and interpret State and Federal laws, and Municipal Code as it pertains to assigned tasks; Apply problem-oriented policing strategies and procedures; Organize and maintain an effective schedule to accomplish assigned tasks; Use tact and persuasiveness to resolve conflict; Mediate issues and resolve conflict; Safely lift and/or carry heavy items that may weigh up to 50 pounds or more; Safely push or pull objects which may be blocking pedestrian or vehicular traffic flows; Learn to use department equipment, including radios, vehicles, and the police computer system and its applications; Communicate effectively in oral, electronic, and written formats; Interact harmoniously with coworkers, other agencies, and the public; Travel as required.

## **EDUCATION & EXPERIENCE**

*Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.*

Education: Graduation from high school or the equivalent GED.

Experience: Preference for experience or training in basic law enforcement, code enforcement, criminal justice, social services, or related, and/or dealing effectively with the public while applying regulations.

Equivalency may also be met through additional education or graduation from Reserve Academy.

## **SPECIAL REQUIREMENTS & CERTIFICATIONS**

Possession of a valid State of Oregon driver's license and safe driving record at the time of appointment, or the ability to obtain one within 30 days of hire.

Not less than 18 years of age.

Certification on the State of Oregon Law Enforcement Data System (LEDS) or the ability to obtain a certificate within six months of the date of hire.

Must qualify for access to computerized City and criminal justice systems and software; no felony convictions.

Preference for bilingual skills.

Successful completion of post-offer physical and background investigation.

## **WORKING CONDITIONS**

*The City of Roseburg is committed to complying fully with the Americans with Disabilities Act (ADA) and Oregon's Disability Accommodation and Discrimination laws. We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. The City of Roseburg will make reasonable efforts to accommodate a qualified applicant or employee with a known disability, unless such accommodation creates an undue hardship on the City of Roseburg's operations, or a safety risk to employee or coworkers, or removes an essential job function. Employees should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary, to enable the employee to perform the essential duties of a position, or to participate in the employment process. To discuss an accommodation request, please contact John VanWinkle, Human Resource Director.*

While performing the duties of this job; work is performed in both an office and field setting with exposure to inclement weather conditions and a noise level which may vary. Requires mobility to work in standard office setting and use standard office equipment. May require bending, hearing voice and telephone conversation, seeing, keyboarding, sitting and standing for extended periods of time. Require traveling from site to site. May involve interaction with difficult or angry members of the public on a regular basis. Required to safely lift and/or carry heavy items that may weigh up to 50 pounds or more. Requires the ability to safely push or pull objects which may be blocking pedestrian or vehicular traffic flows. Required to exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Mobility and physical strength/stamina to respond to emergency situations and accidents. May be exposed to hazardous traffic conditions.

*The factors described herein, are representative of, but not all-inclusive of, those that must be met by an individual to successfully perform as a Community Service Officer.*

## **BENEFIT SUMMARY**

The City of Roseburg provides a comprehensive benefit package to employees including Medical, Vision, Dental, Long Term Disability, Life Insurance and various voluntary benefits including MASA Medical Transport Solutions and Aflac. The City participates in the State of Oregon Public Employees Retirement System (PERS) and currently pays the entire contribution on behalf of employees. All full-time employees working over 20 hours per week are eligible for medical benefits the first of the month following their date of employment. Links to the complete benefits resource guide can be found at: <https://www.cityofroseburg.org/departments/human-resources/employee-benefits>.

### **Insurance Benefits:**

- Medical, vision and dental benefits for employee and family, paid at 100% by the City with the opportunity to buy-up to a lower deductible plan.
- Long-term disability insurance provided by the City.
- Life and Accidental Death and Dismemberment Insurance – policy value of \$25,000 paid by the City.
- Health Reimbursement Account (HRA-VEBA) contributions provided by the City.

### **Additional Benefits:**

- Paid vacation, sick leave, and holidays.
- Employee Assistance Program (EAP).
- The City has a fully equipped fitness center available 24 hours a day.

## **VETERANS' PREFERENCE**

The City of Roseburg follows Oregon law regarding Veterans' Preference, you must complete the Veteran's Preference Form and attach a copy of your DD214/DD215. If you are a disabled veteran, you must also include a copy of your Veteran's Administration benefit summary/award letter with your application.

**How to Apply:** Complete an application form available via one of the following methods.

Electronically: <https://www.cityofroseburg.org/departments/human-resources/employment>

In-Person: City of Roseburg – Administration, 900 SE Douglas Avenue, Roseburg, OR 97470

Email: [jobs@cityofroseburg.org](mailto:jobs@cityofroseburg.org)

Submit completed application to Human Resources by the closing date listed in the job announcement. Applications must be received or postmarked no later than 5:00 p.m. on the closing date. All required documents should be presented with the application. Resumes are accepted in addition to, not in lieu of, the City of Roseburg application form.

Selection Process: Applications are thoroughly reviewed and screened by the Human Resources Office. Since these are competitive selection processes, applicants whose backgrounds appear to most closely match the needs of the particular vacancy will be considered. Once the screening is complete, Human Resources notifies all candidates of their status. This process can take from one to four weeks after the closing date. Due to the number of applicants and the limited number of job opportunities, not all applicants proceed in the recruitment process.

The City of Roseburg does not discriminate on the basis of disability in the admission to, access to, or operations of its programs, services or activities. The City of Roseburg does not discriminate on the basis of disability in its hiring or employment practices.

Questions: Please direct questions to City of Roseburg Administration, Human Resources office at 541-492-6866. Telephone job line: 541-492-7010 (voice message listing current opportunities).

**Equal Opportunity Employer**

## Roseburg – The Hub of Southern Oregon

The City of Roseburg is situated at the heart of the Hundred Valleys of the Umpqua in scenic, Southwestern Oregon. On Interstate 5, it is 67 miles south of Eugene, and 123 miles north of the California border. Traveling by State Highway 38/138 or 42, Roseburg is about 80 miles inland from the Pacific coastal communities Reedsport and Coos Bay. Highway 138 continues east from the city along the North Umpqua River. It is 79 miles to Diamond Lake at the summit of the Oregon Cascades and just 20 miles more to Crater Lake National Park.

The elevation is 465 feet, and features a mild, fair seasonal climate. Winters are cool without much freezing and provide most of the rainfall that brings blossom-filled springs. A warming trend begins in April and May, continuing into the summery days of July and August. Fall weather is pleasant and crisp, producing brilliant leaf colors in late October. The Hundred Valleys of the Umpqua have been compared geographically and climatologically with Italy and Southern France. Extremes of heat and cold are rare. The summer humidity is low and snowfall is rare on the valley floor. The normal growing season is 217 days. Roseburg enjoys one of the lowest average wind velocities in the United States.

Roseburg is the county seat and largest city in Douglas County. The population is 23,701 with an urban daytime population of approximately 60,000. Roseburg is the hub of retail, government activity and medical services for Central Douglas County. The City is served by Roseburg School District #4, which has an excellent reputation and community support. Umpqua Community College is 5 miles north of the City and offers a varied curriculum with extensive adult education and community oriented classes. Multiple locations at the college are available for cultural activities, and there is a thriving community theater group with its own venue in a city park.

The city boasts numerous park areas, including tennis courts, soccer and ball fields, a 9-hole golf course, skate park, disc golf course, dog park and walking trails. Roseburg is the location of choice for many who seek a high quality living environment at a reasonable price. Various community events, including Graffiti Week, Art and Wine Festivals and Music on the Half Shell, among others, are held throughout the year for local residents and tourists.

For Roseburg area tourism information go to [www.experiencerosburg.com](http://www.experiencerosburg.com).

There are numerous shopping opportunities from specialty shops in historic downtown to nationwide chain stores. Housing is available in various price ranges. Roseburg's economy has diversified in recent years while still retaining strong ties to its natural resource base. Efforts to bring clean industries and new jobs to the area have been fruitful and are continuing through support by a coalition of government agencies and funding. In recent years, the retirement and senior population has grown considerable, and various residential facilities have been constructed to meet the needs of this segment of population.

Local wineries are an expanding area of economic development with many being recognized in national and international competitions. Umpqua Community College built the Southern Oregon Wine Institute as a center for classes, a training winery and activity center to prepare students for jobs in the industry and to function as a research industry for all of Southern Oregon.

