



## Classification Specification City of Springfield, Oregon

*A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.*

General Information	
<b>Classification Title</b>	Police Community Outreach Coordinator
<b>Classification Code:</b>	POLCPC
<b>Effective Date:</b>	7/1/2017
<b>Pay Grade:</b>	217
<b>FLSA Status:</b>	Non-exempt

### Classification Summary

Under the supervision of the Chief of Police or designee, represents the Police Department through a variety of routine to complex duties related to public outreach, education, and information sharing in support of Police Department efforts. Assists in creating, developing, coordinating, and implementing community outreach programs to improve and maintain relationships between police and the community. Performs related duties as required.

### Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Works largely in coordinating dissemination of information, conducting public outreach, and engaging citizens in Police Department programs including Neighborhood Watch, Citizens' Police Academy, and other community crime prevention meetings.
- 2 Performs activities for public outreach including planning, developing, organizing, coordinating and implementing educational programs for juveniles, senior citizens, businesses, and related community groups; Coordinates Volunteer and community activities related to public outreach programs.
- 3 Develops and maintains information, outreach and education materials including brochures, information packets, flyers, guides and other documents and materials.
- 4 Coordinates and participates in various community events such as National Night Out, holiday parades, and Police Department Open House.
- 5 Establishes and maintains collaborative relationships with individuals, community leaders, and community groups focused on improving public safety, health, and the quality of life including the civic organizations, religious groups, school organizations, community stakeholders, and related associations.
- 6 Researches, evaluates, writes and edits reports, studies, speeches, memos, correspondence, and other forms of communication.
- 7 Prepares and presents information on a variety of Police Department related topics in a clear, concise and informative matter; makes effective presentations at public meetings or forums that may include public and private organizations, City staff and the media.
- 8 Reviews police reports for chronic disorderly properties and represents the Police Chief in correspondence with owners.

<b>Essential Duties</b>	
9	Interacts and responds to upset, angry, hostile and/or verbally abusive citizens on the telephone and in-person during individual and group contacts.
10	Attends meetings and activities outside normal business hours including evenings and weekends and holidays.
11	Responds to phone calls and questions relating to Police program issues, referring to appropriate police units, city departments, or outside agencies.
12	Conducts and coordinates tours of the Police Department.
13	Ensures compliance with applicable department policies and procedures, and Local, State and Federal laws.
14	Actively supports an inclusive and respectful work environment.
15	Performs other duties of a similar nature or level.

<b>Qualifications</b>	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
<b>Training &amp; Experience:</b>	
<ul style="list-style-type: none"> <li>• Completion, or equivalent, of a two year accredited college or university program with coursework in Marketing, Public Relations, Communications, Criminal Justice, Public Administration, or a related field.</li> <li>• 1-2 years progressively responsible professional experience disseminating and communicating information to the public. Prior work experience in the field of public relations, marketing, or similar with a municipal police or sheriff's department is highly desirable;</li> <li>• Bilingual in Spanish preferred.</li> </ul>	
<b>Special Requirements</b>	
<ul style="list-style-type: none"> <li>• Have no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e. felony convictions), or misdemeanors directly related to position;</li> <li>• Must meet minimum physical and psychological requirements as defined by a physician;</li> <li>• Must be able to work a flexible schedule which includes working evening, weekends, and holidays;</li> <li>• Must refrain from the use of tobacco products while on duty – This is a condition of employment.</li> </ul>	
<b>Licensing and/or Certification Requirements:</b>	
<ul style="list-style-type: none"> <li>• A valid State of Oregon Driver's license at the time of appointment and ability to maintain;</li> <li>• Pass Criminal Justice Information Services (CJIS) background requirements; (including fingerprints)</li> <li>• Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification within three (3) months of hire, and renewal every two (2) years;</li> </ul>	
<b>Knowledge Required:</b>	
<ul style="list-style-type: none"> <li>• City and Department organization, policies, and procedures including law enforcement terminology and practices;</li> <li>• Local, State and Federal ordinances, laws, and statutes;</li> <li>• Computer applications including, but not limited to, Microsoft Office Suite (Word, Excel, Publisher), and traditional and social media platforms;</li> <li>• Effective communications and marketing techniques;</li> <li>• Basic principles and practices of public speaking, customer service techniques, and media relations;</li> <li>• Basic mathematical computations;</li> <li>• Basic principles and practices of reconciliation and budget administration; Public purchasing and contracting laws and regulations;</li> <li>• Inclusive and respectful work place practices.</li> </ul>	

## Qualifications

### **Skills Required:** *(Demonstrated skill in performing the following)*

- Work under steady pressure using independent judgment and personal initiative with frequent interruptions and a high degree of public contact by phone and in person;
- Exercise good judgment in maintaining critical and sensitive information, records, and reports;
- Communicate clearly and effectively both orally and in writing including public presentations to small and large audiences; correct English usage for grammar, spelling, and punctuation;
- Prepare and proofread written and electronic information for public dissemination;
- Use of standard office equipment including computers, scanners, copiers, and phones;
- Demonstrate equipment, tools, and materials used by law enforcement professionals;
- Organize, plan, schedule and execute work to meet deadlines;
- Coordinate the activities of others;
- Interpret and explain City and Department programs, policies and procedures;
- Demonstrate an awareness and appreciation of the cultural diversity of the community;
- Utilize social and traditional media to outreach and educate the residential and commercial communities;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds.

## Physical Requirements

Exerting 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 to work in standard office setting and use standard office equipment. Mobility and physical strength/stamina to respond to emergency situations and accidents. Must be able to work indoors and outdoors in a broad range of inclement/adverse weather conditions and be exposed to moderately high noise levels.

Required to work evenings conducting individual and group meetings. Required to travel extensively around the City of Springfield including high crime areas. Required to stand for long periods of time during presentations and programs. Frequent driving is required to attend meetings at schools, community facilities, businesses, neighborhood groups, and with other departments.

Requires dealing with unpleasant, angry, or discourteous people. Includes conflict situations. Includes potential exposure to disease or infections. Requires exposure to minor burns, cuts, bites, or stings. Requires wearing common and specialized protective or safety equipment.

## Classification History

2016.10 – Created  
2017.07 – Adopted