



**CITY OF GRANTS PASS, OREGON  
CLASS SPECIFICATION**

**COMMUNITY SERVICE OFFICER**

**FLSA Status:** Non-Exempt  
**Bargaining Unit:** GPPA  
**Salary Grade:** CSO

**CLASS SUMMARY:**

The Community Services Officer is a Public Safety Non-Sworn Stand Alone class. Incumbents are responsible for provision of police and fire services non-emergency support related to crime prevention, investigations, enforcement and communications. These duties include accident scene traffic control, crime scene processing, witness interviews, identification of abandoned vehicles, animal control assistance, issuance of parking citations, maintenance of vehicle inventories, participation in status meetings and court hearings, and management of lost property. Incumbents enforce municipal and state codes related to traffic, parking, building, zoning, landscape design, and property maintenance including identification of violations and issuance of warnings, notices, and citations for compliance or abatement based on site inspection and investigation.

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**CORE COMPETENCIES:**

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
  - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
  - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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**ESSENTIAL CLASS DUTIES:** These duties are a representative sample; position assignments may vary.

- Investigates and addresses automobile and traffic related issues as assigned, including responding to traffic crashes and incidents, assessing and tagging abandoned vehicles, enforcing downtown parking, and assessing parking complaints.
- Prepares written letters, citations, warnings and notifications. Handles public inquiries regarding code/parking enforcement issues.
- Investigates property-related violations of City ordinances and graffiti reports, handles lost/found property issues, and animal complaints. Investigates Development Code and Building Code violations, generally based upon research conducted by the Community Development

*Employees of the City of Grants Pass uphold the values of  
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

Department, and determines degree of compliance and necessity of citation and associated fines.

- Assists police and other coworkers with investigations as assigned. Assists other City departments with complaint resolution related to issues such as water service shut-offs, delinquent business taxes, and public safety weed abatement.
  - Performs other duties of a similar nature or level.
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**Training and Experience** (positions in this class require):

A High School Diploma or GED is required; a combination of one year of related coursework and experience in criminal justice or a related field is preferred; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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**Licensing Requirements** (positions in this class require):

- Oregon Driver's License – Class C
  - Law Enforcement Data System Certificate will be required within one year of appointment
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**Knowledge** (positions in this class require):

Knowledge of:

- Basic investigation and enforcement principles and practices;
  - General police procedures and records management;
  - Principles of grammar sufficient to prepare correspondence and reports;
  - Personal computers and related software programs;
  - Applicable City policies and ordinances; and,
  - Applicable Federal, State, and local laws, rules and regulations.
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**Skills** (positions in this class require):

Skill in:

- Basic investigatory skills;
  - Typing at 25 words per minute
  - Complaint resolution and compliance monitoring;
  - Community relations;
  - Safely operating a motor vehicle;
  - Data entry;
  - Written and oral communication;
  - Using a computer and related software applications;
  - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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**Physical Requirements:**

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, and seeing, fingering and repetitive motion.

**Medium Work:** 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.

Positions in this class require regular attendance and punctual employee presence. Incumbents work rotating days/shifts and may be required to work overtime.

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**Note:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

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**Classification History:**

Adopted by Council July 2, 2008, Resolution No. 5379  
Revised June 11, 2009; June 26, 2014; June 22, 2018