

CLASS SPECIFICATION**Streetcar Officer**

FLSA Status: Nonexempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, Streetcar Fare Inspectors are responsible for promoting the safety of streetcar passengers; establishing and maintaining effective community relations with the general public and law enforcement agency staff; explaining and enforcing city rules and regulations related to streetcar use; ensuring streetcar passengers have a valid fare instrument; issuing warnings and citations and explaining code; other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Under general supervision, this class is responsible for monitoring and promoting the safety and security of city streetcars through regular patrolling and code enforcement. Streetcar Fare Inspectors educate and inform passengers about streetcar codes, rules and regulations, interacting effectively with the general public, law enforcement, local businesses and community organizations. Incumbents must represent the city positively while also enforcing streetcar codes. Employees in this class must exercise independent judgment in determining the appropriate course of action when dealing with code violations, public nuisances and maintaining safe and secure streetcars, including the issuance of written warnings, exclusions from city streetcars, and escalation of security efforts requiring police assistance.

This position requires working outdoors in all weather conditions and involves frequent interaction with potentially hostile members of the public; also requires alertness to potential dangers associated with working on the transit system. The duties of this position entail physically demanding work on foot, on the streetcar system and in city-owned vehicles.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.

1. Provides customer service to streetcar passengers and supports other city employees in understanding and providing customer service; assists and educates the public by providing information and answering questions about city streetcar history and routes; provides information to the public on the use of the Portland Streetcar System and fare structure; provides a wide variety of customer and public service and assistance such as directions and referrals.
2. Enforces streetcar codes, ordinances, rules and regulations; interprets and communicates city code, rules and regulations to the public; issues warnings, citations and exclusions; acts as a deterrent to streetcar code violations; involves law enforcement authorities as necessary to maintain streetcar

security and safety.

3. Patrols streetcar transit system on foot; serves as a visual deterrent to code violations; maintains awareness of surroundings and potential dangers; monitors transit areas for damage to grounds, equipment and/or facilities, reporting to appropriate bureau personnel and/or law enforcement.
4. Assists and coordinates with other city bureaus and law enforcement agencies to address nuisance and crime issues; appears in court to testify in cases of contested citations, testifies before the City Hearings Officer in cases of contested exclusions.
5. Communicates professionally and effectively by use of a hand-held radio as necessary; Communicates professionally with emergency responders
6. Maintains accurate logs and records; writes reports to document actions or follow-up actions.
7. Provides streetcar fare sales to customers during or after special events or as instructed.
8. Provides personal assistance to customers during planned and unplanned service disruptions.
9. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Knowledge and understanding of streetcar scheduling, fare policy, administrative rules and administrative rules of conduct.
2. Applicable federal, state, and local laws, ordinances, codes and regulations and administrative rules applicable to public safety and security.
3. Investigation and observation techniques, procedures and best practices.
4. City government and the impact of enforcement actions; the political sensitivity of public perception.
5. Local private and non-profit community and social service techniques.
6. Conflict resolution and communication techniques.
7. Computer software related to position.
8. Two-way radio procedures and practices.

Ability to:

1. Understand, interpret, explain and apply city policies and procedures.

2. Establish and maintain effective interpersonal relationships with a diversity of individuals and organizations encountered in course of work.
3. Ability to follow protocol to collect information for enforcement of citations, and exclusions and prepare documentation for hearings including but not limited to written reports and truthful testimony.
4. Ability to perform administrative and enforcement tasks accurately and in a timely manner including completing and maintaining multiple forms relating to warnings, citations and exclusions.
5. Communicate effectively orally and in writing.
6. Engage in problem solving and team building, and relate positively to individual citizens, community groups, law enforcement and staff of other agencies.
7. Operate in a variety of investigative manners; apply field discretion to assess violation and develop solutions; remain calm and professional during verbal use or threats.
8. Maintain accurate records and prepare clear and concise reports.
9. Prepare for Code Hearings and testify at judicial proceedings.
10. Apply practical judgment and critical reasoning to enforcement and information gathering situations.
11. Ability to provide excellent customer service; deal tactfully and effectively with the public.
12. Ability to remain professional and calm in tense situations that may include threats or verbal abuse.
13. Ability to manage stressful situations, resolve conflict and deescalate hostile situations.
14. Resolve conflicts and mediate disputes.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school, or G.E.D equivalent, supplemented by college-level course work in law enforcement, criminal justice, customer service, recreation management, or social services. Work experience in customer service, law enforcement, security, transit systems, and/or social services is desirable.

Licenses; Certificates; Special Requirements:

Valid unrestricted driver's license; must successfully pass a Portland Police Bureau background investigation; must pass a pre-employment drug screen.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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Class History:

Adopted: 6/6/12