

City of Portland

CLASS SPECIFICATION

PUBLIC SAFETY SUPPORT SPECIALIST

CLASS CODE: 30002611

ESTABLISHED DATE: June 4, 2018

CLASSIFICATION SUMMARY

Reports to a Police Sergeant or a sworn, management-level position. Under direct supervision, provides support to sworn police officers in non-emergency, non-priority situations; assists sworn personnel in community outreach with the public; provides a visible, community-based police support function to enhance the Portland Police Bureau's (PPB) service to the public.

Responsibilities include: responding to non-emergency calls for service that do not require police authority; assisting sworn officers with community engagement; providing referral services to the public.

During their **12-month** probationary period, new Public Safety Support Specialists receive extensive classroom and on-the-job training related to non-emergency community police support services. Each phase of training must be successfully completed for continued employment in this classification.

DISTINGUISHING CHARACTERISTICS

Public Safety Support Specialists represent the Portland Police Bureau and are deployed in the field to assist police officers in responding to non-emergency calls for service that do not require police authority.

Public Safety Support Specialist is distinguished from Police Officer in that the latter is a sworn classification performing full-scope law enforcement and crime prevention work. The Public Safety Support Specialist is a non-sworn and non-certified police support function.

ESSENTIAL FUNCTIONS

Depending on the assignment, under the supervision of a sworn police supervisor, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Write police reports for non-emergency situations that do not require police officer authority, and do not involve potential evidence, suspects, or a crime scene.
2. Respond to non-injury traffic collisions to facilitate information exchange between involved parties; coordinate tow services for disabled vehicles.
3. Conduct follow-up on property crimes where there is no suspect information, either by phone or in person, with an emphasis on crime victims' rights and referrals to other City Bureaus.

4. Process evidence or property, including writing reports and properly securing property.
5. Attend neighborhood meetings, community and/or public events. (This does not replace attendance at such events by sworn officers.)
6. Assist police officers in searching for missing persons such as elderly adults, medically fragile adults, or children when there is no reason to believe they are a threat to themselves or the community.
7. Assist with inventory and maintenance of PPB-issued equipment, excluding weapons and ammunition.
8. Assist drivers in stalled vehicles and summon other necessary assistance; respond to pedestrians, bicyclists, and other community members in need of assistance.
9. Broadcast and receive messages via police radio and Mobile Data Terminal (MDT); maintain contact with field units; ask for assistance when appropriate due to incident type and scope.
10. Assist with temporary street closures, detours and other public service duties identified by police supervisors.
11. Summon a police officer for situations they encounter in which enforcement action is necessary.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is directed and assigned by a sworn, management-level position, and is performed under direct supervision by a Police Sergeant.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Skill in reading and understanding laws, ordinances, rules and regulations.
2. Skill in coping with stressful situations firmly, tactfully, and with respect for individual rights.
3. Skill in communicating clearly, verbally and in writing.
4. Ability to communicate effectively over the phone, radio and in person; operate multiple computer systems and various office equipment.
5. Ability to rapidly assess critical situations involving the public; remain calm in emergencies or threatening situations; learn rules, regulations and procedures related to police support.
6. Ability to establish and maintain effective working relationships with fellow employees and with citizens from varied racial, ethnic, and economic backgrounds.
7. Ability to utilize City-specific technology and general office software.
8. Ability to learn state and criminal law, City ordinances and Portland Police Bureau Directives.
9. Ability to learn legal criminal investigation techniques, evidence collection, report writing, crash investigation, First Aid/CPR, interviewing techniques, and conflict de-escalation.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: High School Diploma or GED;

AND

Experience: Two (2) years of work experience which could include two years of military service, or four years of reserve military service.

Special Requirements and/or Qualifications:

A valid state driver's license must be maintained at all times during employment in this class.

At least 21 years of age at date of hire.

Successful passage of criminal background investigation equivalent to criminal background check conducted for sworn employees.

LEDS certification within three months of hire.

Physical strength and agility sufficient to perform the work of the class.

Successful completion of a psychological evaluation relevant to the position, as well as a drug screening.

Bargaining Unit: PPA

FLSA Status: Non-Exempt

HISTORY

Revision Dates: