



CITY OF LAKE STEVENS VOLUNTEER ASSIGNMENT



ASSIGNMENT TITLE:	Police Volunteer
DEPARTMENT:	Police
SUPERVISOR:	Administrative Manager
CLASSIFICATION:	Volunteer
ESTABLISHED DATE:	April 1, 2019
REVISION DATE:	3/2/23

POSITION PURPOSE:

The Police Department provides an opportunity for citizens to serve the community, learn and contribute to policing, and support police services by recruiting and developing volunteers. The Police Volunteers support employees by providing necessary services in the police support services, administrative division, crime prevention, and other patrol support functions.

The Police Volunteers assist front counter walk in traffic, answer, and direct in-coming phone calls, assist in fingerprinting of citizens, and other administrative duties. This does not preclude special duty assignments such as parade or crowd control duties, building maintenance duties, assisting in the locating, or marking of abandoned vehicles, vacation house watch patrol, and neighborhood watch program activities. Police Volunteers are prohibited from performing work that would normally be the exclusive responsibility of Lake Stevens Police Guild employees.

Volunteers will perform duties under close supervision in accordance with departmental policies, rules, standard practice, and established precedent. Once acceptable proficiency is demonstrated, Volunteers will carry out recurring assignments independently, but will refer deviations from procedures to the supervisor or designee for help or decision. The supervisor or designee will provide additional, specific instructions for new, difficult, or unusual assignments.

The use of appropriate judgment independently and collectively is of utmost importance in performing the duties of a Volunteer. Work involves the potential for personal injury and individuals must be able to act without supervision and to exercise independent judgment and discretion in meeting emergencies.

EXAMPLES OF WORK PERFORMED: *This is a non-inclusive list of examples of work that could be performed by Police Volunteers:*

Task Specific:

- Greeting of citizens at the front reception counter.
- Assisting the public in filling out written statements, applications, and other documents related to police services.
- Directing citizens to get the help that they desire from other police personnel.
- Directing citizens to the appropriate city department when necessary.
- Fingerprinting of citizens for employment purposes and/or other application purposes.

- Supplemental services for station operations. Answering of phone calls, and other administrative duties.
- Supplemental services of crowd control, parade set up, and searching for missing subjects, during a special event, emergency or call-out.
- Assisting Support Services with record keeping and tracking of department training.
- Assisting in crime prevention or public education presentations at public functions.
- Participating in community events such as, Aquafest, National Night Out, and others.
- Other special duty assignments as directed by the Police Chief or designee.

Organizational Specific:

- Endorses, supports, and defends organizational objectives by complying with organizational rules, procedures, and values; suggesting improvements; and conveying a positive and professional image of the agency.
- Creates a positive team environment through accountability, courtesy, respect, support, and cooperation.
- Assists other Police Department work units, city departments, and outside agencies as necessary in a professional and respectful way.
- Demonstrates initiative consistent with job expectations, to improve both personal and organizational performance.
- Avoids destructive organizational behavior toward the agency, and its employees.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by a Volunteer to successfully perform the essential functions of the assignment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this assignment, the Volunteer is regularly required to use hands to finger, handle, or feel; talk; and hear. The Volunteer is frequently required to reach with hands and arms and to stand and walk; the Volunteer is occasionally required to climb or balance; and to stoop, kneel, crouch or crawl. While in the office environment, the Volunteer frequently is required to sit for extended periods of time and type on a keyboard for occasional periods of time. The Volunteer must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this assignment include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

Work is usually performed in both an office and field environment, including driving to offsite locations to perform assigned duties. Typical business office machinery and equipment in the office environment include, but are not limited to, personal computer including database program, spreadsheet and word processing software, printer, telephone, scanning equipment, fax machine, copy machine, and calculator. The field environment may include, but not be limited to, all types of weather conditions and perhaps potential hazards from unconfined animals and litter. Walking over rough, uneven terrain and some climbing may be required. While performing the duties of this assignment, the Volunteer may occasionally be exposed to individuals who may possibly be irate or hostile. The noise level in the office environment is usually moderate and in the field environment it is usually moderate to loud.

KNOWLEDGE, SKILLS, ABILITIES and OTHER REQUIREMENTS

- Must be at least eighteen (18) years of age.

- Must satisfactorily pass a background process for the position of Police Volunteer, including but not limited to, an oral interview and a thorough background check.
- Must possess a valid State of Washington Driver's License. (Inclusive to driving assignments only).
- Must possess a driving record free of violations that relate to ability to learn the awareness, responsiveness, and skill necessary to drive city owned cars safely. (Inclusive to driving assignments only).
- Knowledge of laws applicable to law enforcement work.
- Knowledge of computer operations and related programs.
- Ability to understand and follow instructions
- Ability to maintain confidentiality in all aspects of department activities.
- Ability to use proper telephone etiquette and techniques to assist in answering and appropriately routing diverse inquiries.
- Ability to establish and maintain effective working relationships with other employees.
- Ability to communicate effectively, orally and in writing, including the ability to listen effectively.
- Ability to explain issues, policies, and procedures within the scope of assignment to the public.
- Ability to maintain composure and self-control under adverse conditions, e.g., public harassment, ridicule, critical injuries, and death.
- Ability to cope with situations firmly, courteously, tactfully and with respect for the rights of citizens.
- Ability to demonstrate positive and effective interaction and communication with individuals of diverse social and economic backgrounds.
- Ability to perform duties and maintain personal conduct, attitude and appearance that conform to strict policies, procedures, and discipline within a "chain of command" management system.
- Ability to maintain a balanced perspective about life in general notwithstanding a continuous exposure to the criminal element of society.
- Ability to maintain and improve knowledge, technical skills, physical and mental fitness that meets or exceeds the mission of the department.

VOLUNTEER NAME (printed)

VOLUNTEER SIGNATURE

____ / ____ / ____
DATE