



POSITION DESCRIPTION

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POSITION

Neighborhood Safety Specialists

JOB SUMMARY

Neighborhood Safety Specialists will patrol downtown on foot, bike and/or vehicle as a deterrent to and being on the lookout for unwanted behavior and activity, while providing information, assistance and directions to downtown workers, residents and visitors. Neighborhood Safety Specialists are responsible for providing a visible uniformed presence within an assigned neighborhood. They serve in partnership with local law enforcement officers and proactively work with business owners, operators, outreach team members and other municipal and social service providers to promote and maintain a safe and welcoming neighborhood environment.

ESSENTIAL FUNCTIONS

- **SERVING AS A DETERRENT** – Serving as a visible, uniformed deterrent by adhering to uniform standard and management route assignments.
- **OBSERVE AND REPORT** – While on patrol, either on foot, bike or vehicle, be watchful for unwanted behaviors or criminal activity and report to local authorities via established communication methods. Must be able to articulate an accurate description of persons, vehicles, and other similar identifiers.
- **ADDRESS UNWANTED ACTIVITIES** – Neighborhood Safety Specialist will firmly and courteously request compliance to persons violating low level quality of life crimes, such as aggressive panhandling, non-aggressive panhandling, loitering, disruptive behavior, etc.
- **HOSPITALITY AND CUSTOMER SERVICE** – Actively acknowledge pedestrians with a friendly greeting and provide directions, and assist residents and visitors.
- **STAKEHOLDER RELATIONS** – Assist various agencies in communicating criminal activity, especially “quality of life crimes”, such as panhandling, public intoxication, public urination, loitering, and trespassing.
- **ESTABLISH RELATIONSHIPS**
 - **Routinely meet with neighborhood leadership, provide feedback and actively participate in problem solving.**
 - **Work collaboratively with local law enforcement and other city entities to identify neighborhood quality-of-life issues, develop collaborative plans of action and implement projects and programs to resolve disruptive behavior.**
- **REPORTING** – Must be able to develop and document and/or log written Incident Reports and Action Plans, as well as document and/or log daily accomplishments and tasks completed.
- **PROFESSIONALISM** – Must maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall Block by Block standards of expected professionalism.
- **COMMUNICATION** – Must be able to speak, read, and write the English language in order to create basic reports.
- **ATTENDANCE** – Timely and regular, predictable attendance to meet expected productivity standards.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

REQUIREMENTS

- **PHYSICAL ABILITIES**
 - Must have the physical capacity to walk, ride a bike and/or operate a vehicle continuously during an eight-hour shift, with normal breaks (two fifteen minutes, and one thirty minute meal break).
 - Must be able to work outdoors in all conditions with provided inclement weather gear.
 - Ability to lift and carry 25 pounds.
- **LICENSE / CERTIFICATES**
 - **Possession of a valid Ohio driver’s license.**
 - **Successful registration of OPISGS security license.**
 - **Must be able to pass basic first aid and CPR**
- **SCHEDULE** – **Willingness to work evenings, late night hours 7 days a week depending on assignment.**
- **EXPERIENCE** – **Verifiable prior case management experience; 3 – 5 years preferred.**

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