

**Eugene Police Department
Volunteer Position Description**

Position: Substation Assistant-West University Public Safety Station (WUPSS)
Location: 791 East 13th Avenue
Hours of Operation: Monday-Friday, 8:00 a.m.-6:00 p.m.
Commitment: 3-4 hours/week, 6-month commitment preferred
Supervision: Debbie Janecek, Substation Manager
Objective(s): To provide information and referral about human services, help citizens connect with area resources, and assist citizens with public safety issues.

Description of Duties

- Greet the public, take messages, accurately maintain logs and records, regularly update reference/resource files and information, miscellaneous office jobs.
- Provide information and referral to citizens, both over the telephone and on a walk-in basis, and appropriately report information received from citizens.
- Work one-on-one with citizens, identify and evaluate problems, facilitate solutions by connecting with citizens with appropriate resource(s).
- Develop or work on special project(s).

Qualifications

- Skills in listening and communicating, by telephone and in-person.
- Positive and supportive attitude with people of all backgrounds and abilities.
- Willingness to collaborate with the community, police, and other social service providers to find solutions to identified problems.
- Supportive of philosophy of West University Public Safety Station and comfortable working within a public safety environment which sometimes involves people-related emergencies and crisis conflict management.

Requirements

- Ability to pass a background check. A police record is not an automatic exclusion; it depends on the type of record and other factors.
- Commitment to comply with confidentiality requirements and Eugene Police policies governing the Station operations.
- 18 years of age, unless under the umbrella of a high school or college program.

Training and Job Preparation

- Orientation with the Volunteer Coordinator and Station Manager, and on-the-job training.

For additional information, contact Carrie Chouinard, Volunteers in Policing Program Coordinator at (541) 682-5355 or carrie.f.chouinard@ci.eugene.or.us.