



COMMUNITY SERVICE OFFICER

SALARY GRADE: [C1-45](#)

DEFINITION:

Under the direction of an assigned supervisor, oversee the collection of parking monies and the maintenance and repair of parking permit machines as well as patrol assigned areas and issue citations to illegally parked vehicles to maintain control of vehicles parked on campus; promote campus safety and control.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Patrol assigned areas and issue citations to illegally parked vehicles to maintain control and security of vehicles parked on campus; promote campus safety and control; review contested citations for validity; process parking citations utilizing a computerized system.
2. Patrol campus and issue smoking citations as necessary.
3. Prepare reports involving various situations including burglary, petty theft, lost and found items, traffic accidents, suspect, injury, and other criminal reports; meet with victims to conduct interviews and examine evidence as necessary; process information through the automated reports management system.
4. Coordinate Parking and Special Event activities, including: parking permit preparation, staging, reserved and no parking areas, posting event and directional signage, preparing and processing departmental recharges, and attending pre and post event meetings.
5. Oversee the collection of and collect monies from special events and parking machines; perform reconciliation of event monies; ensure correct count of funds; ensure accuracy of cash deposits. coordinate the delivery and deliver all monies to proper destination.
6. Diagnose, troubleshoot and repair mechanical/computerized parking permit machines; coordinate with vendor for technical support when first line issues cannot be resolved.
7. Coordinate the maintenance of parking garages and parking lots.
8. Coordinate the delivery and deliver student parking supplies to proper destination.
9. Coordinate and perform traffic control for the campus; direct traffic as needed; serve as officer in charge for traffic accidents.
10. Communicate with contractors for various services, including security officers, radio repair, and vehicle and glass repair.
11. Communicate with individuals in person or on the telephone regarding disturbance complaints and parking citation complaints; investigate complaints.
12. Operate a computer, two way radio, patrol vehicle, traffic control equipment and other assigned equipment; maintain cleanliness and up-keep of security vehicles.
13. Assure security of buildings; lock and unlock doors and turn alarmed buildings on and off.

14. Respond to emergency calls and disturbances on campus as assigned.
15. Inspect all fire-fighting equipment in garage and security vehicles.
16. Assist in conducting computerized fingerprinting (Live Scan Fingerprinting) as necessary; fingerprint full and part time personnel employed by the District; utilize a computerized database to access information; fingerprint individuals for outside organizations including State credentials, licensing and citizenship; collect and process related monies as needed.
17. Interview, perform reference background check for Police Student Aids (PSA); verify and approve PSA timecards.
18. Train security and parking officers to properly write parking citations; run reports as needed.
19. Train and provide work direction to assigned staff as directed.
20. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. City, State and federal civil and criminal statutes.
2. District rules and regulations.
3. Policies and procedures related to security and parking programs and POST regulations.
4. Provisions pertaining to traffic and crowd control.
5. Investigation and report writing.
6. Principles and practices of training and providing work direction.
7. Operation of a computer and assigned equipment.
8. Oral and written communication skills.
9. Principles and practices of overseeing assigned staff and providing training.
10. Record-keeping techniques.
11. Oral and written communication skills.
12. Interpersonal skills using tact, patience and courtesy.
13. Law enforcement terms and procedures.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Implement program policies and guidelines.
3. Patrol assigned areas and issue citations to illegally parked vehicles to maintain control of vehicles parked on campus.
4. Promote campus safety and control.
5. Prepare reports.
6. Establish and maintain cooperative and effective working relationships with others.
7. Train and provide work direction to assigned staff.
8. Interpret, apply and explain rules, regulations, policies and procedures.
9. Analyze situations accurately and adopt an effective course of action.
10. Establish and maintain cooperative and effective working relationships with others.
11. Communicate effectively both orally and in writing.
12. Operate a computer and assigned equipment.
13. Observe legal and defensive driving practices.
14. Work independently with little direction.
15. Diagnose and repair parking permit machines.

Education and Experience

Any combination equivalent to:

1. College-level course work in criminal science or related field.
2. One (1) year security experience

LICENSE AND CERTIFICATION:

1. POST certified in Traffic 101A and to legally write police reports and non-injury traffic accidents.
2. Valid First Aid and CPR Certificates.

WORKING CONDITIONS:

Environment:

1. Indoor and outdoor work environment.
2. Driving a vehicle to conduct work.
3. Adverse weather conditions.
4. Regular exposure to fumes and odors.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

Hazards:

1. Contact with dissatisfied or abusive individuals.

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