



COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, patrols parking lots, parking areas, and traffic movement within and around the District campus; enforces District parking regulations; collects parking monies from parking permit machines and special events; provides general information and assistance to the public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief of Police. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level class that promotes safety and control on campus and performs enforcement of parking regulations duties for the District. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Patrols the District campus, including buildings, facilities, grounds, and other property to provide security support, deter crime, and maintain a safe environment for students, staff, and faculty.
- Performs traffic control; enforces parking and related traffic ordinances; issues citations if warranted; assists in the safe parking and movement of vehicles; serves as officer in charge for traffic accidents.
- Responds to a variety of emergency and public safety situations.
- Maintains accurate records, log sheets, and files; prepares reports related to burglaries, petty theft, lost and found items, traffic accidents, suspects, injury and other criminal activities.
- Conducts interviews with victims; examines evidence and processes information in computer.
- Issues smoking citations and checks for prior citations.
- Collects parking fees from parking machines and special events; counts, delivers, and deposits monies collected.
- Coordinates with other departments as needed, including assisting with special events; creates and posts signs throughout the campus to indicate direction, events, notices, or warnings.
- Operates, maintains and performs minor repairs on parking equipment and meters; represents the District with related vendors.
- Coordinates the maintenance of parking garages and parking lots.
- Communicates with contractors for various services such as security officers, radio repair, and vehicle repair.
- Responds to questions, disturbance complaints and parking citation complaints from the public; investigates complaints.
- Assists in conducting computerized fingerprinting (Live Scan Fingerprinting) for District employees and individuals for outside organizations including State credentials, licensing and citizenship.
- Provides work direction and trains student employees.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of effective campus security and emergency response and evacuation.
- Applicable federal, state, and local laws, regulatory codes, and procedures relevant to District public safety operations.
- Safety practices and equipment related to the work.
- Techniques of first aid and CPR.
- Operating a motor vehicle in a safe manner under patrol conditions.
- Record keeping and reporting methods, techniques, and procedures.
- Hazardous materials and related abatement methods.
- Campus geography, maps, streets, landmarks, and driving directions.
- Interview techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Learn, interpret, apply, explain, and ensure compliance with federal, state, and campus policies and procedures, laws, codes, regulations, and ordinances.
- Obtain necessary information from individuals in stressful or emergency situations.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Observe accurately, recall faces, names, descriptive characteristics, facts of incidents, and places.
- Perform technical, detailed, and responsible office support work.
- Operate radio communication equipment.
- Operate a patrol vehicle and patrol equipment in a safe and effective manner.
- Investigate and interview concerning crime, traffic, and related incidents.
- Perform basic first aid and CPR procedures.
- Prepare clear, comprehensive, and concise reports and other information related to observed violations.
- Work confidentially with discretion.
- Understand scope of authority in making independent decisions.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade supplemented by college-level course work in criminal science or related field and one (1) year security experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- POST certified in Traffic 101A and to legally write police reports and non-injury traffic accidents.
- American Red Cross First Aid and CPR certification.

PHYSICAL DEMANDS

Must possess the mobility and physical strength and stamina to respond to emergency situations and accidents; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate various equipment and devices. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes.

WORKING CONDITIONS

Must be able to pass a detailed background investigation, physical examination, an in-depth interview with the Chief of Police and the Board. Employees must pass a psychological evaluation and polygraph evaluation. Must be able to work extended shifts or be called back in emergency situations and work with exposure to difficult circumstances, including exposure to dangerous situations.

Salary Grade: C1-45

FLSA: Non-Exempt

EEO Code: H-70

Board Approved: April 2021