



CAMPUS COMMUNITY SERVICES OFFICER

DEFINITION

Under general supervision, patrols and guards assigned areas, including grounds, buildings, parking lots, and other areas on campus; enforces campus parking regulations; provides security escort for students, faculty, and staff as needed; assists sworn peace officers with responding to alarms and/or radio calls; provides general information and assistance to the public; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing non-sworn peace officer duties in support of the Campus Police Department. Positions at this level exercise judgment and initiative in their assigned tasks, 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 JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Patrols the campus, including buildings, facilities, grounds, and other property to provide security support, deter crime, and maintain a safe environment for students, staff, and faculty.
- Provides security escort for students, staff or visitors; provides security at special events as assigned.
- Performs traffic control on District sites; enforces parking and related traffic ordinances; issues citations if warranted; assists in the safe parking and movement of vehicles.
- Responds to a variety of emergency and public safety situations; administers first aid, as necessary.
- Maintains accurate records, log sheets, and files; prepares reports related to burglaries, petty theft, lost and found items, traffic accidents, and other situations which do not require the presence of a sworn police officer.
- Collects parking fees from parking machines, as assigned.
- 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.
- Receives and responds to questions and complaints from the public with respect to parking or other issues; investigates complaints; resolves and/or refers matters to appropriate staff.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of a community college police department.
- Principles, practices, and methods of effective campus security.
- Methods and techniques of controlling traffic.
- Methods and techniques of preparing a diverse range of police reports.
- Applicable federal, state, and local laws, regulatory codes, and procedures relevant to assigned areas of responsibility, consistent with Education Code 72330.5.
- Safety practices and equipment related to the work.
- Techniques of first aid and CPR.
- Campus geography, maps, streets, landmarks, and driving directions.
- Methods and techniques of interviewing complainants and witnesses.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- 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.
- Examine 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 assigned vehicle and equipment in a safe and effective manner.
- Investigate and interview individuals concerning crime, traffic, and related incidents which do not require the presence of a sworn officer.
- 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.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.

- 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:

Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- Two (2) years of experience performing non-sworn security related duties.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid First Aid and CPR certification to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work primarily in a patrol and field environment and must maintain mobility, physical strength, and stamina to respond to emergency situations; vision to operate vehicles and 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 or running or standing on uneven terrain and climbing and descending structures to access incident scenes and to identify problems or hazards. Finger and manual dexterity are needed to operate police services equipment, and to access, enter, and retrieve data using a computer keyboard. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects with an average weight of 40 pounds, or heavier weights, the use of proper equipment, and/or assistance from other staff.

Positions may also work in a secondary office or station environment, and use standard office equipment, including a computer.

ENVIRONMENTAL CONDITIONS

Employees work in outdoor conditions, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, moving vehicles, and hazardous physical substances and fumes. Employees also work in an office or station environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.