



## CAMPUS POLICE SPECIALIST

### **DEFINITION**

Under general supervision, performs a variety of administrative support duties requiring significant knowledge of the Campus Police Department, its services, policies, procedures, and operational details; receives and evaluates public safety and non-emergency calls and contacts Campus Police units in accordance with established procedures and policies; accesses various systems to retrieve or provide data relevant to duties; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing administrative and technical 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.

- Provides administrative support to the Chief, Campus Police, and other department staff in performing duties of a complex, sensitive, and confidential nature; attends meetings; organizes and monitors day to day administrative office operations.
- Receives business calls for the Campus Police Department; provides information and/or transfers calls to the appropriate division/department, agency, or response organization; takes messages for department personnel.
- Receives and evaluates public safety and non-emergency calls and contacts Campus Police units in accordance with established procedures and policies, including determining the priority of an emergency and dispatching appropriate emergency response resources.
- Assists callers and visitors with information regarding parking permits, vendor permits, temporary student permits, citations, appeals, appeal denials, administrative hearings, and related policies, procedures, rules, and regulations.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for sworn and non-sworn department staff.
- Accesses various systems to retrieve and or provide data relevant to duties, including but not limited to Department of Motor Vehicles, and Department of Justice CLETS system to verify information; assembles and compiles information for a variety of departmental, State mandated, and statistical reports; verifies accuracy, completes reports, and maintains files.
- Participates in the preparation of the department budget; gathers and compiles data related to expenditures and expenses; initiates department purchases for office supplies and other items; processes department requisitions and appropriation transfers.
- 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.
- Modern office administrative support practices and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Department policies, procedures and standard operating practices as it relates to assigned responsibilities.
- Business arithmetic.
- Record keeping principles and procedures.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety communications.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Dispatch principles and practices.
- Principles and practices of data collection and basic report preparation.
- 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:**

- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests.
- Within established guidelines, dispatch emergency responders to incidents.
- Obtain necessary information from individuals in stressful situations.
- Memorize codes, names, locations, and other information.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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, supplemented by specialized training or college level coursework in business administration, public administration, or a closely related field.

Experience:

- Four (4) years of increasingly responsible experience providing administrative and clerical support to management positions.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office 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 departmental policies and procedures.