FOOTHILL-DE ANZA COMMUNITY COLLEGE DISTRICT
OFFICE OF HUMAN RESOURCES AND EQUAL OPPORTUNITY

Community Service Officer, Senior

BASIC FUNCTION:

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.

REPRESENTATIVE DUTIES:

2. 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.

3. Prepare reports involving various situations including burglary, petty theft, lost and found items, traffic accidents and other criminal reports; meet with victims and examine evidence as necessary.

4. Oversee the collection of and collect monies from Special Events and parking machines; assure correct count of funds; coordinate the delivery and deliver all monies to proper destination.

5. Coordinate the repair and repair mechanical/computerized parking permit machines.

6. Coordinate the maintenance of parking garages and parking lots.

7. Coordinate the delivery and deliver student parking supplies to proper destination.

8. Coordinate and perform traffic control for the campus; direct traffic as needed; serve as officer in charge for traffic accidents.

9. Communicate with contractors for various services, including security officers, radio repair, and vehicle and glass repair.

10. Communicate with individuals in person or on the telephone regarding disturbance complaints and parking citation complaints; investigate complaints.

11. Operate a computer, two way radio, patrol vehicle, traffic control equipment and other assigned equipment; maintain cleanliness and up-keep of security vehicles.

12. Assure security of buildings; lock and unlock doors and turn alarmed buildings on and off.

13. Respond to emergency calls and disturbances on campus as assigned.


15. Train security and parking officers to properly write parking citations.

16. Train and provide work direction to assigned staff as directed.

17. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
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. Record-keeping techniques.
9. Oral and written communication skills.
10. Interpersonal skills using tact, patience and courtesy.
11. Law enforcement terms and procedures.

ABILITY TO:

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

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: College-level course work in criminal science or related field and one year security experience. POST certified in Traffic 101A and to legally write police reports and non-injury traffic accidents.

**LICENSES AND OTHER REQUIREMENTS:**

1. Valid California driver's license.
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.
2. Dexterity of hands and fingers to operate assigned equipment.
3. Seeing to read various materials.
4. Standing or walking for extended periods of time; bending at the waist, kneeling or crouching.
5. Lifting moderately heavy objects; reaching overhead, above the shoulders and horizontally during traffic control.

**HAZARDS:**

1. Contact with dissatisfied or abusive individuals.

**DATE APPROVED:** June 2, 2003
**RANGE:** N-39
**EEO-CATEGORY:** H-70