COMMUNITY SERVICE OFFICER

BASIC FUNCTION:

Under the direction of an assigned supervisor, 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:

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.

2. 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.

3. Perform traffic control for the campus; direct traffic as needed; serves as officer in charge for traffic accidents.

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

5. Operate a computer, two way radio, patrol vehicle, traffic control equipment and other assigned equipment; maintain cleanliness and upkeep of security vehicles.

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

7. Load parking permit machines; perform preventive maintenance as necessary; oversee the collection of parking permit monies as required.

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

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

10. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. City, State and federal civil and criminal statutes.

2. Policies and procedures for performing citizen's arrests.

3. Provisions pertaining to traffic and crowd control.

4. Investigating and report writing.

5. Operation of a computer and assigned equipment.

6. Record-keeping techniques.

7. Oral and written communication skills.
8. Interpersonal skills using tact, patience and courtesy.

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. Interpret, apply and explain rules, regulations, policies and procedures.
5. Analyze situations accurately and adopt an effective course of action.
6. Establish and maintain cooperative and effective working relationships with others.
7. Communicate effectively both orally and in writing.
8. Operate a computer and assigned equipment.
9. Observe legal and defensive driving practices.
10. 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.

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: March 1, 1999
RANGE: N-35
EEO-CATEGORY: H-70