



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COMMUNITY SERVICE OFFICER	CLASSIFIED	GRADE: I MONTHS:
BOARD POLICY REFERENCE: 2006/2007 CLASSIFICATION REVIEW		Board Approved: 06/07

JOB DESCRIPTION:

Under general supervision, perform non-sworn civilian duties including parking enforcement, citation appeals and traffic control, patrol campuses and surrounding areas as assigned by vehicle, bicycle or on foot; secure and/or unlock buildings and facilities; provide front counter services including radio dispatch, answering phones and customer service; and perform related work as required.

SCOPE:

The Community Service Officer patrols all District campuses and surrounding areas to observe and report violations of Federal, State and local laws and District rules; routes appropriate service calls to sworn District Police Officers; operates base station radio; answers telephones and waits on customers; and provides support to campus community.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Patrols District property and surrounding areas as assigned by vehicle, bicycle or on foot to be a visible presence to deter unlawful activities.
2. Issues parking citations and warnings to motorists; provides court testimony when necessary.
3. Responds to campus emergencies such as security alarms, crimes, medical emergencies, fires and hazardous materials accidents by providing support services.
4. Provides customer and support services such as, securing and unlocking buildings and facilities, directing campus traffic, assisting motorists with minor car problems, serving as a safety escort, delivering confidential messages and documents, selling parking permits, providing assistance with parking citation appeals, Live Scan fingerprinting, radio dispatching and limited clerical support to other departmental employees.
5. Maintain understanding of all general orders and District Policies and Procedures.
6. Observes and reports violations of Federal, State and local laws and District rules and regulations to sworn District Police Officers.
7. Writes crime reports; processes criminal identification and evidence.
8. Relieves other Community Service Officers, gate attendants, or other positions as necessary.
9. Provides information to outside agencies such as, District Attorney's Office and Department of Justice, as appropriate.
10. Maintains supplies and equipment; performs minor repairs to parking meters and permit machines; sets up and moves parking/people barriers.
11. Collects and transports monies from various District locations.
12. Performs minor repairs to parking permit machines and meters.

13. Provides support in training and supervision of student cadet program.
14. Maintains proper working condition of District alarm system.
15. May provide training to other Community Service Officers.

EMPLOYMENT STANDARDS

ABILITY TO:

Enforce and apply all laws, rules and regulations; read, understand and interpret standard official legal documents; exercise judgment and discretion in analyzing and resolving problems; read, correct and prepare clear and concise reports; give, follow and understand written and oral instructions; demonstrate sensitivity to, and respect for a diverse population; operate a personal computer and enter data into computer database; learn standard procedures regarding the use of police radios and department telephones; operate a vehicle in a safe manner; work effectively under stress in emergency situations; maintain cooperative working relationships.

KNOWLEDGE OF:

Parking enforcement and traffic control; site security and patrol techniques; crime prevention and safety training techniques, including CPR and EMS training; dispatch radio codes and procedures; automated records management systems; emergency preparedness and response plans; criminal codes.

MINIMUM QUALIFICATIONS:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from high school supplemented by relevant college coursework. Course work in approved basic Peace Officer's Standards & Training (P.O.S.T.) Academy preferred.

Experience:

Prior experience in security work, parking and traffic control, radio communications and public relations.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record. Ability to obtain current First Aid and CPR certification.

SPECIAL REQUIREMENTS:

Must be able to perform full range of motion activities, such as, but not limited to, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties. Occasionally required to work under inclement weather conditions; may be assigned to work evenings, weekend, and graveyard shifts. Occasional exposure to situations which may be dangerous or life threatening. Must be able work safely in an environment containing hazardous chemicals. Required to wear a uniform.