



TITLE	CLASSIFICATION	SALARY GRADE
COMMUNITY SERVICE OFFICER	CLASSIFIED	GRADE: J
BOARD POLICY REFERENCE: 2013/14 Classification Review		

JOB DESCRIPTION:

Under general supervision, perform non-sworn field and office support duties including parking enforcement and traffic control; collects funds from parking meters and permit machines; patrol campuses and surrounding areas as assigned by vehicle, bicycle or on foot; secure and/or unlock buildings and facilities; transport property/evidence; 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 provides customer service and support to campus community.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

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 and assists in DMV placard investigations.
3. Maintains and performs repairs to supplies and equipment, including parking meters and permit machines.
4. Sets up and moves parking/people barriers.
5. Responds to campus emergencies such as security alarms, crimes, medical emergencies, fires and hazardous materials accidents by providing support services.
6. 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, patrolling and responding to calls for animals left in vehicles and notifying animal control as needed, delivering confidential messages and documents, providing assistance with parking citation appeals, Live Scan fingerprinting, radio dispatching and limited clerical support to other departmental employees.
7. Observes and reports violations of Federal, State and local laws and District rules and regulations to sworn District Police Officers.
8. Relieves other positions within department as necessary.
9. Provides information to outside agencies such as, District Attorney's Office and Department of Justice, as appropriate. Maintains and transports evidence and reports to external law enforcement agencies for processing.
10. Tracks, collects and transports revenues from parking meters and permit machines in various District locations.
11. May respond to alarms.

KEY DUTIES AND RESPONSIBILITIES (Continued):

12. May serve as first responder for a District site.
13. May serve as back-up to computer-aided dispatch center.
14. Provides support in training and supervision of student cadet program; may train 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 digital cameras; operate and maintain currency with related emerging technologies; prioritize workload and multi-task; perform basic mechanical repairs; 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; standard office equipment, computer software and law enforcement database systems; District policies and procedures and applicable laws and regulations.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

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

Experience:

Previous experience in security work, parking and traffic control, radio communications or public relations in a public safety setting.

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.

EMPLOYMENT STANDARDS – Continued

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. Required to work under inclement weather conditions; due to the unpredictable nature of public safety work, may be assigned to work various shifts, including evenings, weekend, and graveyard shifts and holidays. Regular exposure to situations which may be dangerous or life threatening, including high traffic environments. Must be able to hear alarms and other auditory warning devices. Must be able to work safely in an environment requiring exposure to biological conditions that may be unhealthful or hazardous. Required to wear a uniform.