

## **COMMUNITY SERVICES OFFICER**

### **DEFINITION**

Under general supervision, maintains a safe environment for students, staff, faculty, and campus visitors by patrolling grounds and other College property; enforcing College parking regulations and the California Vehicle Code; providing assistance to students, staff, faculty, and campus visitors. Serves as a first responder and liaison to local authorities, including the County Fire Department and County Sheriff's Department. The Public Safety Department is a 24-hour year-round operation.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general day-to-day supervision from a Public Safety Sergeant. Incumbents also receive oversight and direction from the Chief or Deputy Chief of Public Safety. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the first level in the public safety class series that performs work duties for the College campus; including patrolling grounds and other College property, enforcing College parking regulations, and other duties as described below. Responsibilities require the use of tact, discretion, and independent judgment. This class routinely responds to non-emergency calls for service and may assist in case of emergency.

This class is distinguished from the Public Safety Officer I and II, in that, the latter performs general public safety work within the College campus such as report writing and enforcement of Penal Code. The Community Services Officer (CSO) retains the responsibility to observe and report on matters under their essential functions.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Performance of the following duties is dependent on the incumbent's assessment that appropriate actions can be taken in a safe and effective manner.*

1. Patrols assigned routes to enforce parking and related traffic regulations; assists in the safe parking and movement of vehicles; issues citations; places vehicle boots on tires if warranted.
2. Issues non-moving parking citations for violations observed.
3. Collects parking and parking permit fees; advises patrons of parking fees; performs cashier functions such as receiving payments, making correct change, and reconciling receipts and cash at the information kiosk.
4. Picks up and transports currency, at management direction, from various sites and locations to the campus vault.
5. Responds to questions and complaints from the public or refers to supervisor, as necessary.
6. Assists students, staff, and faculty with keys locked in vehicles, disabled vehicles, and related vehicle issues such as dead batteries on College property and adjacent public roadways.
7. Reports safety issues, hazards, and needed repairs to the appropriate department.

8. Reports traffic accidents and criminal activities, or related occurrences, to the appropriate staff.
9. Operates and maintains specialized equipment, including but not limited to, police radios, hand-held citation devices, and traffic cones/barricades.
10. Assists in controlling traffic and crowd control at accident scenes or other emergency situations as needed.
11. Escorts responding Emergency Medical Service and Fire vehicles to medical assist calls on College property and adjacent public roadways.
12. Assists other departments as needed; class postings after hours; assists with street closures and other special events.
13. May assist in the Student Escorts program, as needed, to provide services for the campus community.
14. Creates and posts signs throughout the campus to indicate direction, events, notices, or warnings.
15. Maintains accurate records, log sheets, and files; submits copies of citations to appropriate staff; prepares related daily and monthly reports.
16. May assist in operating, maintaining, and performing basic repairs on parking equipment and meters; may represent the College with related vendors.
17. Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
19. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
21. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
22. Prepares and delivers oral presentations related to assigned areas as required.
23. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Functions, principles, and practices of parking enforcement activities.
3. Understand, interpret, and apply applicable codes, regulations, policies, technical processes, and procedures, including California Vehicle Codes and parking ordinances.
4. Principles of conflict resolution.
5. Techniques of First Aid, CPR, Automated External Defibrillator, and use of Law Enforcement Medical Kit.
6. Operating a motor vehicle in a safe manner under patrol conditions.
7. Safety practices and equipment related to the work.
8. Basic principles of record keeping.
9. Modern office practices, methods, and computer equipment.

10. English usage, grammar, spelling, vocabulary, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, abilities, socio-economic and ethnic groups.
12. Cash control principles and techniques.

**Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Memorize codes, names, campus locations, and other information.
5. Read and interpret maps and other pertinent documentation.
6. Interpret, apply, and explain policies, procedures, and regulations.
7. Assess situations while remaining calm and using sound, independent judgment.
8. Maintain accurate records and files.
9. Safely and effectively use and operate specialized equipment required for the work.
10. Operate modern office equipment including computer equipment and software programs.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Understand scope of authority in making independent decisions.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
15. Effectively resolve problems, both in person and over the telephone, involving diverse individuals and situations, situations may often be confrontational or stressed.

**Education and Experience:**

1. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade; and
2. One (1) year of related experience involving public contact, or customer service. College credit from a regionally accredited college in public safety coursework and parking control related services preferred.

Certification that the incumbent has completed the training for meter and permit machine maintenance and repair through a College approved vendor will qualify incumbents for an increased pay grade.

A P.O.S.T Basic Certification will qualify incumbents for an increased pay grade.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**As a condition of continued employment, within sixty (60) days of employment:**

1. Possession of, or ability to obtain, a Pepper Spray certification.
2. Possession of, or ability to obtain, a College Security Officer Training certification.
3. Possession of, or ability to obtain, and maintain an American Red Cross First Aid and CPR certification or equivalent College-approved certification.
4. Complete and pass an Automatic External Defibrillator course.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field; strength, stamina, and mobility to perform light physical work, to climb and descent vehicles, and to operate varied tools and equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, climb to perform work and inspect work sites. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work indoors and outdoors and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Incumbents may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.