DEFINITION

Under general supervision, provide protection to District facilities and property by reporting fire, intrusion, theft and vandalism. Enforce District rules and regulations concerning use of District parking, buildings and grounds. Provide traffic direction as needed; give directions and provide assistance to students, faculty and visitors. Provide information to the college community and the public regarding location and operation of District buildings and grounds. Make oral and written reports of any hazardous conditions affecting the security or safety of the District buildings and grounds. Incumbents may act in a lead capacity, training and providing work direction to hourly workers, student aides or new personnel.

DISTINGUISHING CHARACTERISTICS

The College Service Officer position differs from the non-sworn Security Officers in that incumbents assigned to this classification provide protection by observing and reporting intrusions to buildings and property and provide fire watch services. Assignments may include rotating shifts, weekdays, weekend, and any of three shifts.

EXAMPLE OF DUTIES

1. Provide foot and motor patrol of assigned buildings, walkways, campus parking lots and adjacent campus areas to enforce parking regulations, observe and report criminal activity.

2. Monitor a variety of issued parking permits and verify that permits are current and valid. Report the illegal use of or stolen permits to supervisor. Issue parking citations/sanctions, and warnings, as appropriate for violation of parking rules and regulations; prepare reports for non-injury traffic accidents and minor non-traffic injuries or illnesses.

3. Assist college police in traffic control and in locating abandoned vehicles; place barricades and stand-by to control parking usage at designated locations and for special events.

4. Report fires, warn persons of fires and attempt to extinguish fires with available fire-fighting equipment. Observe and report safety hazards, unsafe conditions, acts of vandalism, thefts and intrusions to buildings and grounds to the college police and record the same. Report to supervisor on parking lot conditions, missing signs, malfunctioning parking meters or other unsafe conditions on roadways and in parking lots. Report, via radio, to the dispatch center any unlawful or unauthorized activity occurring in assigned areas.

5. Keep a written record of activities and incidents. Observe and report persons entering or leaving buildings and grounds after regular hours to the college police. Prepare and submit daily written activity reports to supervisor concerning incidents, which includes writing crime reports for property crimes for which no suspects are present.

6. May be required to record presence at various locations by means of a bar code system or clock punches. May assist with fingerprinting of employees.

7. Secure facilities, buildings and grounds. Secure doors, windows and gates in and to buildings. Set, disarm, and/or reset fire and intrusion alarms. Turn off lights and running water.

8. Administer first aid and CPR as needed.

9. Testify in court as required. Be a witness for the college police concerning observations.

10. Assist with collecting money from permit machines and parking meters. Assist with transport and delivery of collections to the District Office.

11. Give directions and information to visitors and members of the college community. May perform receptionist and clerical duties.

12. Train and provide work direction and guidance to contract or hourly employees as necessary.

13. May perform minor repairs on security equipment, parking meters, and ticket dispensing machines. Perform annual test and inspection of District Alarm systems.

14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

District and campus rules and regulations regarding security, parking, safety, conduct and use of facilities, buildings and grounds.
First aid and CPR
Health and safety regulations
Parking enforcement methods.
Principles and practices of leadership and training.
Techniques of fire prevention and safety hazard recognition.
Traffic laws, CVC, and vehicle control procedures.
Use of hand-held 2-way radios.

Skills and Abilities:

Accurately remember facts.
Analyze situations accurately and respond quickly and appropriately.
Automotive lockout and jump-start services
Communicate directions and information to the public.
Determine reasonable action in situations not covered by guidelines.
Enforce pertinent parking laws, rules, and regulations with tact, firmness and diplomacy.
Establish and maintain effective working relationships with others.
Interviewing skills.
Make detailed observations.
Oral and written communication skills.
Organize and write clear and concise reports of factual occurrences.
Plan and organize work.
Prepare reports and document accounts.
Read, write and speak English.
Train and provide work direction and guidance to others.
Understand and follow oral and written directions.
Utilize pepper spray consistent with the state training in accordance to the law.

Training and Experience:

Any combination of training and experience which would likely demonstrate the knowledge, skills and abilities stated above. Experience in interacting effectively with diverse groups of people in a positive, helpful manner.

License:
Valid California driver's license.

Special Requirements:

1. Be a citizen of the United States or a permanent resident alien.

2. Be fingerprinted for purposes of a search of local, state and national fingerprint files to disclose any criminal record.

3. Be of good moral character as determined by a background investigation.

4. Be a high school graduate or pass the general education development test.

5. Successful completion of a medical examination in order to be found free from any physical condition which might preclude someone from standing and walking for long periods of time.

6. Possess basic First Aid and CPR certificates within the probationary period.

WORKING CONDITIONS

Physical Requirements:
Category II, may occasionally or on demand require physical exertion, stamina and flexibility.

Environment:
May include less desirable extremes of weather.