

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COLLEGE SERVICE OFFICER

SUMMARY DESCRIPTION

Under general supervision of the Chief Safety Officer or designee, performs a wide variety of campus security and public services to ensure the safety of persons, protect property of various kinds, maintain order and enforce the rules and regulations governing students, faculty, and staff with superior customer service and ethical integrity; and enforces parking regulations.

College Service Officer is a non-sworn position and is not authorized to carry a firearm.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Patrol by foot, motorized cart, or vehicle in order to assist with public services including providing protection to District buildings and property and guarding against fire, intrusion, theft and vandalism.
2. Answer questions, provide information and direct students and visitors.
3. Notify supervisor of suspected illegal activity on campus property; observe and report unsafe conditions and/or occurrences; make written and oral reports of any hazardous condition impacting the college and its community.
4. Take and write non-police incident reports or complaints from students, visitors, faculty, and staff.
5. Receive and respond to requests for help and assistance for ill, injured, or disabled persons; administer basic first aid and CPR according to established guidelines.
6. Secure doors, windows, and/or gates to District buildings.
7. Complete Daily Field Activities Reports.
8. Provide traffic control and direction as needed; places traffic barricades as appropriate.
9. Enforce parking regulations on campus and issue parking citations as necessary; assist in parking permit sales and collection of fines.
10. Take custody of found, lost or abandoned property.
11. Act as a witness for sworn law enforcement officers when observing crimes.
12. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Safety hazard identification, observation and reporting techniques.
- Southwestern College Police Department policies and procedures.
- Southwestern Community College District rules and regulations.
- Methods and techniques of report preparation and writing.
- Principles and procedures of record keeping and filing.
- Principles and applications of public relations.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Learn and apply applicable provisions of state and federal laws and district policies.
- Control groups, detain and constrain offenders.
- Exercise sound judgment.
- Recognize illegal, unsafe and contraband substances or weapons.
- Prepare clear and concise reports and routine correspondence.
- Remember details such as faces, license plate numbers, names and incidents.
- Gather, collect and preserve evidence.
- Administer emergency first aid and /or CPR.
- Operate a vehicle, observing legal and defensive driving practices.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Work effectively with a diverse population.
- Reason effectively during emergency situations and adopt an effective course of action.
- Learn College Disaster Plan and explain procedures to others.
- Perform multiple tasks in a calm, effective and efficient manner.
- Perform tasks that require physical exertion, stamina, flexibility, and standing or walking for long periods of time.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to graduation from high school or GED **AND** one (1) year experience in security and/or in the law enforcement field.

LICENSE OR CERTIFICATE

Must satisfactorily pass a physical examination and a background investigation.

Valid California driver's license and a safe driving record.

Possession of, or ability to obtain, valid CPR and First Aid certification and/or EMT certification.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Reactive emergency, natural or man-made disaster, and routine peace keeping environments with travel from site to site; regular exposure to outside weather conditions; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, blood borne pathogens and bodily fluids, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration; exposed to potentially hostile environments; extensive public contact; the noise level in the work environment is usually moderate; however, the noise level is occasionally very loud due to sirens; incumbents required to work various shifts, including evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in a law enforcement setting and an office setting; restrain or subdue individuals; walk, stand, sit, or run for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; occasionally climb and balance; regularly push, pull, lift, and/or carry light to moderate weights; frequently lift and/or move moderate to heavy weights; occasionally lift and/or move heavy weights; operate office equipment including use of computer keyboard; operate assigned patrol and security equipment including patrol car, patrol bicycle and two-way radio; ability to speak and hear to exchange information; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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