

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: College Service Officer

Unit: Police

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Job Code: H1002
Original Date: 01/1994
Last Revision: 02/2017
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 28

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 district buildings and grounds. Incumbents may train and provide work direction to hourly workers, student aides, or new personnel.

DISTINGUISHING CHARACTERISTICS

College Service Officer positions 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. This classification differs from the College Service Officer/Weekend & Holiday in that incumbents assigned to the latter classification provide services solely on weekend or holiday around-the-clock 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 and observe and report criminal activity.
2. Monitor parking permits and verify that permits are current and valid. Report the illegal use of or stolen permits. Issue parking citations 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 lost vehicles; place barricades and control parking usage at designated locations and for special events.
4. Observe and report safety hazards, unsafe conditions, acts of vandalism, thefts, fires, and intrusions to buildings and grounds. Report on parking lot conditions, missing signs, malfunctioning parking meters, or other unsafe conditions on roadways and in parking lots. Report 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. Prepare and submit daily written activity reports concerning incidents, which includes writing crime reports for property crimes for which no suspects are present.
6. Secure facilities, buildings, and grounds. Secure doors, windows, and gates in and to buildings. Set, disarm, and/or reset fire and intrusion alarms.
7. Administer first aid and CPR as needed.
8. Testify in court as required. Be a witness for the college police concerning observations.
9. Assist with collecting money from permit machines and parking meters. Assist with transport and delivery of collections to the district office.

10. Give directions and information to visitors and members of the college community. May perform receptionist and clerical duties.
11. Train and provide work direction and guidance to contract or hourly employees as necessary.
12. May perform minor repairs on parking meters and ticket dispensing machines. Perform annual test and inspection of district alarm systems.
13. 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 and vehicle control procedures.
- Use of hand-held 2-way radios.

Skills and Abilities:

- Analyze situations accurately and respond quickly and appropriately.
- 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 and accurately remember facts.
- Oral and written communication skills.
- Plan and organize work.
- Read, write, and speak English.
- Train and provide work direction and guidance to others.
- Understand and follow oral and written directions.
- Write clear and concise reports of factual occurrences.

Training and Experience:

- Any combination of training and experience which would likely demonstrate the knowledge, skills, and abilities stated above, including 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.