



Classification Title: Community Service Officer

Department:	Palomar College Police Department	EEO6 Code:	7
Employee Group:	Classified	Salary Grade:	17
Supervision Received From:	An Assigned Police Sergeant	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2023

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs a variety of responsible paraprofessional duties to assist in maintaining a safe and secure environment for students, faculty, staff and campus visitors.

DISTINGUISHING CHARACTERISTICS.

The Community Service Officer is distinguished from Police Officer by the former's responsibility for performing parking enforcement, building lock/unlock and public safety duties such as escorting personnel on campus, whereas Police Officers are sworn Peace Officers under California state law with the authority to make arrests. Community Service Officers are non-sworn civilian employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Patrols designated areas of the main campus in San Marcos, the Escondido Center and other District education centers, parking areas and access roads on an assigned shift in a marked police vehicle, bicycle, on foot or by cart or scooter to enforce state and federal laws and District rules and regulations pertaining to public safety, parking and asset protection; observes and reports safety hazards and unsafe conditions in buildings and grounds.
2. Performs traffic control and parking enforcement duties; screens incoming vehicles and directs drivers to correct locations; issues parking citations using digital equipment.
3. Ensures assigned buildings are open and accessible before classes commence and are properly secured after classes end; locks and unlocks classrooms; performs safety checks of buildings; provides escort services to students, faculty and visitors who are uncomfortable walking to their vehicles.
4. Provides a variety of assistance to Police Officers; gathers data and prepares crime reports for vandalism, lost keys and petty theft; delivers police reports to other public safety agencies; escorts emergency medical responders to appropriate locations; picks up and processes found property for safekeeping.
5. Assists disabled motorists; helps open locked vehicles and provides jumpstarts to vehicles with dead batteries.
6. Provides back up for police dispatch personnel; operates dispatch radio equipment; dispatches emergency vehicles; handles multiple situations simultaneously, determining appropriate courses of action in emergencies.
7. Performs fingerprinting services using the Department of Justice Live Scan system; accepts payments and prepares receipts.

Marginal Functions:

1. May oversee work and provides guidance and direction to short-term and student employees and volunteers.
2. Inputs traffic and parking citations, crime reports, field interview notes and other information into appropriate databases.
3. Performs vehicle safety and battery checks; performs or makes arrangements for maintenance of police vehicles, bicycles and carts.
4. May respond to Emergency Operations Center in case of emergency.
5. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of customer service, or field experience helping customers and/or the public.

Education/Training: Equivalent to completion of the twelfth grade.

Licenses/Certificates:

1. Possession of an appropriate, valid California driver's license by time of appointment.
2. A valid first aid certification and cardiopulmonary resuscitation (CPR) certificate within six months of appointment.
3. Possession of a valid School Security Officer training certificate that meets the requirements of California Education Code Section 72330.5 and Business and Professions Code Section 7583.45, as provided by the Bureau of Security and Investigative Services of the California Department of Consumer Affairs, within six months of appointment.

Preferred Qualifications:

1. Coursework in police science or administration of justice from an accredited college or university.
2. Experience using a two-way radio system for safety and security related matters.
3. Bilingual (English and Spanish).
4. Completion of the California Commission on Peace Officer Standards and Training (POST) Arrest (PC 832) course.
5. Experience as a cadet or explorer within a law enforcement agency.

Knowledge of:

1. General functions, operations and activities of a college police department.
2. Law enforcement terminology and the phonetic alphabet.
3. California Vehicle Codes, California Education Code and other laws, ordinances, codes and regulations applicable to assigned areas of responsibility.
4. Legal rights of citizens and proper methods and procedures for warning and citing individuals found in violation of ordinances or laws.
5. Methods and procedures for effective report writing; correct English usage, grammar, spelling and punctuation.
6. Safety hazard identification, observation and reporting techniques.
7. Uses and operations of computers, standard business software and other standard business equipment.

8. Principles and practices of customer service.
9. First aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) procedures/techniques.

Skill in:

1. Communicating tactfully, respectfully and effectively with others, both orally and in writing, in a manner consistent with community policing and customer service practices.
2. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
3. Working independently and making sound judgments and decisions within established guidelines, with a minimum of supervision.
4. Analyzing, interpreting, explaining and applying relevant laws, regulations, ordinances and policies.
5. Operating equipment including police vehicles, two-way radio systems, handheld citation devices, emergency alarm systems, two-way cameras and other standard business equipment.
6. Performing safety checks and basic upkeep of police vehicles and equipment.
7. Analyzing situations accurately as they occur and adopting appropriate courses of action.
8. Preparing clear, concise, comprehensive and accurate incident reports and other written materials.
9. Administering emergency first aid and CPR and utilizing an AED device.
10. Maintaining the confidentiality of student records and information.
11. Establishing and maintaining effective working relationships with all those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: Employees in this class work in an office and outdoor environment with exposure to computer screens, noise and outside weather conditions; work involves contact with hostile or abusive individuals; employees are subject to working evening and weekend hours and responding to emergency situations.

Physical Conditions: Essential and marginal functions require mental and physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk, run, bicycle, operate motorized vehicles and equipment, position and maintain traffic barricades and lift up to 50 pounds.

TERMS OF EMPLOYMENT.

1. The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.
2. Successful completion of a comprehensive POST Personal History Statement (PHS) background investigation is required.