



**Classification Title: Lead Community Service Officer**

<b>Department:</b>	Palomar College Police Department	<b>EEO6 Code:</b>	7
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	21
<b>Supervision Received From:</b>	An Assigned Police Sergeant	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	Direction and Guidance	<b>Last Revision:</b>	10/2023

*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.**

Provides lead work direction, guidance and training to Community Service Officers and other short-term, student and volunteer employees of the Palomar College Police Department; performs the full range of Community Service Officer duties.

**DISTINGUISHING CHARACTERISTICS.**

The Lead Community Service Officer is distinguished from Community Service Officer by the former's responsibility for providing lead work direction, guidance and training to Community Service Officers and short-term, student and volunteer personnel, in addition to performing the full range of Community Service Officer duties.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

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

1. Participates in training department civilian personnel; assists in scheduling and provides day-to-day lead work direction to other civilian personnel including short-term, student and volunteer employees; assists in assigning work; ensures conformance with District, department and legal/regulatory requirements and standards; monitors work flow to assist in ensuring that mandated deadlines are met; provides information, guidance and training on work procedures and legal/regulatory requirements; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
2. Patrols designated areas of the main campus and other assigned District education centers and locations, 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 on grounds.
3. Performs traffic control and parking enforcement duties including issuing citations; provides input on event traffic plans and security staffing plans; takes reports on parking lot-related issues and malfunctions/problems with the parking permit application and related systems; participates in the citation collection and appeals processes.
4. Trains Police operations staff on usage of parking enforcement systems utilizing handheld digital equipment; serves as a subject-matter expert and performs system administration duties for the parking system software and hardware; troubleshoots issues with parking permit applications.

5. Creates and maintains building classroom door lock schedules in facilities software; locks and unlocks buildings and classrooms as needed; conducts investigative reviews for all key/access card losses or thefts.
6. Performs safety checks of buildings; provides escort services to students, faculty, employees, and visitors who are uncomfortable walking to their vehicles.
7. Provides a variety of assistance to Police Officers; conducts interviews and writes property crime reports; maintains and documents proper custody of lost-and-found items; releases lost and found items to owners; delivers police reports to other public safety agencies; escorts emergency medical responders to appropriate locations.
8. Assists disabled motorists; helps open locked vehicles and provides jumpstarts to vehicles when needed.
9. Coordinates appointments for Live Scan fingerprinting; performs fingerprinting services using the Department of Justice Live Scan system; trains others to use Live Scan equipment and software.
10. Performs minor vehicle maintenance such as washing vehicles, maintaining tire pressure and checking/maintaining fluid levels; coordinates maintenance with outside vendor for repairs including the pickup/delivery of vehicles; keeps maintenance records.
11. 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.

**Marginal Functions:**

1. Inputs traffic and parking citations, crime reports, field interview notes and other information into appropriate databases.
2. Performs or makes arrangements for maintenance of police vehicles, bicycles and carts.
3. Responds to Emergency Operations Center in case of emergency.
4. 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:** Three years of customer service or field experience helping customers and/or the public, including one year of experience performing safety and security duties.

**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 a cardiopulmonary resuscitation (CPR) certificate within the first 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. Law enforcement terminology and the phonetic alphabet.
2. California Vehicle Code, California Education Code and other laws, ordinances, codes and regulations applicable to assigned areas of responsibility.
3. Legal rights of citizens and proper methods and procedures for warning and citing individuals found in violation of ordinances or laws.
4. Methods and procedures for effective report writing; correct English usage, grammar, spelling and punctuation.
5. Safety hazard identification, observation and reporting techniques.
6. Uses and operations of computers, standard business software and other standard business equipment; uses and operation of parking permit system and related hardware; operation of facilities software.
7. General principles and practices of preventative maintenance as applicable to police vehicle fleet.
8. Principles and practices of customer service.
9. First aid, CPR and automated external defibrillator (AED) procedures/techniques.

**Skill in:**

1. Assigning and inspecting the work of lower-level employees.
2. Communicating tactfully, respectfully and effectively with others, both orally and in writing, in a manner consistent with community policing and customer service practices.
3. 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.
4. Working independently and making sound judgments and decisions within established guidelines, with a minimum of supervision.
5. Analyzing, interpreting, explaining and applying relevant laws, regulations, ordinances and policies.
6. Operating equipment relevant to assigned areas of responsibility including police vehicles, two-way radio systems, handheld citation device, emergency alarm systems, two-way cameras and other standard business equipment.
7. Performing safety checks of police vehicles and equipment.
8. Analyzing situations accurately as they occur and adopting an appropriate course of action.
9. Preparing clear, concise, comprehensive and accurate incident reports and other written materials.
10. Administering emergency first aid and CPR and utilizing an AED device.
11. Maintaining the confidentiality of student records and information.
12. 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.