

Job Description

Position Title: Community Service Officer

Job Family: Campus Police

Job Type: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 01

Position Summary:

The Community Service Officer assists campus police in providing non-commission level safety and security duties for college facilities, staff, students, and the general public by providing public service and crime prevention work.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Opens and closes each campus daily and provides, inspects the facilities for security issues, provides security checks of college, business, and public premises, and reports anything suspicious or hazardous.
2. Monitors and maintains a visual presence on both exterior and interior campus property. Conducts proactive public relations with students, the public, and employees. Participates in community service activities.
3. Patrols college property and responds to calls for service as required. Provides customer service to students and staff and the general public.
4. Provides public assistance such as general information, elevator restarts, and vehicle jump starts.
5. Fingerprints students when needed and runs background checks for programs that require it.
6. Processes, receives, and returns lost and found items.
7. Controls and directs traffic and enforces parking regulations; responds to and conducts traffic accident investigations.
8. Writes non-criminal incident reports.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of law enforcement principles and practices
3. Knowledge of public safety and security procedures.
4. Skill in effective communication (both written and oral)

5. Skill in positive, productive, and flexible customer service
6. Ability to adapt and maintain professional composure in emergent and crisis situations
7. Ability to develop and maintain effective and positive working relationships
8. Ability to operate relevant equipment required to complete assigned responsibilities for the position

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED.
- Up to One (1) years of related experience may be required.
- One (1) to three (3) years of related law enforcement experience preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks**

- **Environment:** Work is performed primarily in a non-traditional work environment with staff contact and frequent interruptions.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in a non-traditional work setting; to remain in a stationary position for prolonged periods of time; to frequently position self to perform duties; to traverse campus property; to position, transport, or move moderate (up to 50 pounds) amounts of weight; to operate various equipment required to perform job; may be required to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information. May be exposed to various hazardous conditions such as extreme heat, extreme cold, infectious disease, moving vehicles, etc.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours
- Pre-employment background check
- Valid AZ Driver's License