UNIVERSITY OF SOUTHERN CALIFORNIA
Community Service Officer I
Job Code: 147007

Grade: QA
OT Eligible: Yes
Comp Approval: 2/25/2016

JOB SUMMARY:
Provides service functions to support the general safety of the university community. Performs assigned patrol duties such as securing the interior and exterior openings of facilities, monitoring electronic door access and closed circuit television systems, assists with investigations, and performs perimeter and parking lot security functions. Community Service Officers are not authorized to carry firearms. Community Service Officers I work under the direct supervision of a Field Supervisor or a Community Service Officer II.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

Patrols an assigned area. Performs prescribed security checks of buildings, offices, and grounds to prevent loss of university assets. Observes and reports suspicious activity or persons, and security and/or safety hazards. Conducts investigations of losses in accordance with procedures and directions.

Opens and/or secures building and rooms according to procedures or as directed. Operates and/or monitors electronic door access, closed circuit television systems, and other security related devices. Dispatches or coordinates responses to situations as a result of observations made on CCTV and electronic door access. Assists with access at locations with malfunctioning electronic door access systems.

Maintains logs and records required to indicate duty times, occurrences, actions taken, observations made, and other relevant information. Prepares and submits reports as required.

Implements department procedures governing apprehensions, interrogations, and disposition of cases.

Assists with parking control and vehicle/pedestrian security. Directs traffic and gives directions.

Assists in maintaining perimeter and crowd control in areas of crimes, emergencies, and special activities.

Escorts university and hospital employees, students, and/or hospital patients between facilities and their vehicles.

Assists in crime prevention and public information programs.

Implements and enforces OSHA, CAL-OSHA, and university policies relating to safety, health, and fire prevention.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the
university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY

Essential: [ ] No
[ ] Yes

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee’s department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

High school or equivalent

Minimum Experience:

0 - 6 months

Minimum Field of Expertise:

Must possess a valid California Class C driver's license and a valid State of California Department of Consumer Affairs Guard Card.

Preferred Education:

Related undergraduate study

Skills: Administrative:

Communicate with others to gather information
Customer service
Gather data
Input data
Maintain filing systems
Maintain logs
Understand and apply policies and procedures
Understand and enforce regulatory guidelines
Use database and/or word processing software

Skills: Other:

Public speaking/presentations

Skills: Machine/Equipment

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Radios - vehicle mounted and/or hand-held
Supervises:  Level:

May oversee student and/or temporary workers.

Comments:

Must be eligible for bonding. Vision in each eye correctable to at least 20/25. Must successfully complete a written/oral exam, in-depth background investigation, medical evaluation. Must be able to report for work in case of emergencies. Must be able to work varied days and shifts: 8 or 10 hours per day, 40 hours per week. Operates motor vehicles and/or electric carts.

SIGNATURES:

Employee: ________________________________  Date: ________________________________

Supervisor: ________________________________  Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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