UNIVERSITY OF SOUTHERN CALIFORNIA
Community Service Officer II
Job Code: 147011

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

JOB SUMMARY:
Trains, evaluates, and assists field supervisors with Community Service Officer I (CSO I) personnel. Provides guidance in patrol, building access, investigative, and parking control activities. Community Service Officers are not authorized to carry firearms.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Provides assistance to field supervisors with CSO I personnel performing patrol duties, electronic door access and closed circuit television system monitoring, incident and asset loss investigation, and parking control assistance.
Trains and evaluates assigned CSO I personnel.
Assists the assigned unit supervisor or watch commander in the evaluation of employees.
Schedules, assigns, and prioritizes work activity. Maintains administrative records for assigned employees. Prepares and submits reports as required.
Participates in crime prevention and public information programs.
Ensures the implementation and enforcement of university and CAL-OSHA policies relating to safety, health, and fire prevention.
Serves as liaison with other university departments and students as required.
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
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:**
- 1 year

**Minimum Field of Expertise:**
- One year experience as a USC Community Service Officer I or two years comparable experience in a highly customer service oriented security related field or one year experience as a line supervisor. 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
- Coordinate work of others
- Customer service
- Gather data
- Input data
- Maintain filing systems
- Maintain logs
- Prioritize different projects
- Understand and apply policies and procedures
- Understand and enforce regulatory guidelines
- Use database and/or word processing software

**Skills: Other:**
- Assessment/evaluation
- Coaching
- Conflict resolution
- Counseling
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Public speaking/presentations
- Scheduling
- Teaching/training

**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:
Leads one or more employees performing similar work.
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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