UNIVERSITY OF SOUTHERN CALIFORNIA

Community Service Officer III/Manager

Job Code: 147015

Grade: QC
OT Eligible: No
Comp Approval: 2/25/2016

JOB SUMMARY:
Serves as an operations manager of Community Service Officer personnel in the Department of Public Safety. May manage other public safety personnel as needed. Assists in the administration of public safety/security and law enforcement programs. Develops, plans and implements operational objectives and goals. Serves as commander of an assigned watch, unit(s) or facility/facilities.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Manages Community Service Officer personnel involved in providing protection to the campus community, buildings and facilities. May manage other public safety personnel as needed. Assists in recruiting, screening and interviewing applicants. Makes recommendations on hiring and terminations. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals.

Represents the department at customers' managers meetings or internal departmental meetings and provides information, assesses needs and makes recommendations regarding public safety/crime problems and public safety programs. Develops objectives and tactical plans.

Assists in assessing the needs of the organization and identifying opportunities for organizational growth.

Plans and conducts training and evaluates participant performance. Demonstrates techniques, equipment or procedures. Provides technical assistance for training purposes and for problem solving. Provides background and interpretation of departmental policies, procedures and guidelines. Ensures that the training conforms to departmental standards.

Plans, schedules, assigns and prioritizes workloads on a daily basis. Ensures employees are adequately trained to promote continuity of operations during vacations and extended absences. Ensures timely completion of unit work. Investigates complaints about department service. Prepares comprehensive records and reports for assigned employees.

Serves as an internal resource to units on security and/or safety policies and procedures, technology and equipment. Participates in policy and procedure development and implementation. Provides interpretations of university public safety policies and procedures to the community, representatives of local agencies and the general public.

Serves as commander of an assigned watch, unit(s) or facility/facilities. Identifies and analyzes security-related problems and emergencies. Makes decisions regarding problems, issues and/or emergencies and is accountable for these decisions. Acts as an official representative of the university as required.
Participates in the review and analysis of statistics and other relevant data to identify public safety/crime problems. Makes recommendations regarding public safety/crime problems.

Prepares comprehensive staff reports as assigned.

Participates in crime prevention and public information programs and new facility employee orientations.

Conducts follow-up investigations on losses reported incidents and/or safety hazards. Conducts interviews and prepares and submits the proper reports.

 Assumes charge of field situations as needed.

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:  

- 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:

2 years

Minimum Field of Expertise:

Directly related experience as a Community Service Officer II or equivalent, including 6-12 months supervisory experience. Knowledge of applicable principles, regulations and laws. Possession of a valid California Class C driver's license and a valid State of California Department of Consumer Affairs Guard Card.

Preferred Education:

Bachelor's degree

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Organization
Planning
Problem identification and resolution
Public speaking/presentations
Scheduling
Staff development
Teaching/training

Skills: Machine/Equipment

- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier
- Radios - vehicle mounted and/or hand-held

Supervises: Level:

Manages through subordinate supervisors.
May oversee student and/or temporary workers.

Supervises: Nature of Work:

Service/Maintenance

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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