

## Citrus College

## Position Description

Position: Operations Assistant (Campus Safety)	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 34

### Summary

Performs a variety of general office and clerical duties for Campus Safety Services such as, but not limited to, accessing secure law enforcement databases, completing paperwork for uniformed personnel, processing payroll and budget information, controlling evidence and found property, assisting with incident reporting, response to emergency calls, parking enforcement, and key and access control.

### Essential Duties and Responsibilities

- Receives calls by telephone or two-way radio regarding emergency and other situations. Determines the priority and responding parties for all calls. Contacts, informs, and dispatches campus security officers and others, as appropriate for the situations.
- Maintains two-way radio contact with all personnel on assignments, including campus safety officers, community service officers, custodial and maintenance personnel. Relays information and assistance requests involving services from other jurisdictions.
- Requests outside assistance/mutual aid from local agencies based on feedback from campus safety officers. Orders ambulances and tow trucks or contacts other agencies for extended assistance.
- Receives reports and communicates facilities maintenance problems to custodial, grounds, or maintenance personnel.
- Receives and safeguards private and proprietary information according to protocol.
- Assists in coordinating campus security and parking control activities with other offices on campus, faculty, students, and others using District facilities.
- Receives walk-in guests and telephone inquiries from a variety of individuals. Initiates and receives telephone calls, provides information and resolves matters, or routes calls.
- Inputs information into databases, spreadsheets, or word processing tables for uses such as permit and key lists, and location of staff. Updates information and maintains data files. Accesses databases to extract information supporting special requests or research.
- Prepares, assembles, maintains and updates calendars, schedules, lists, manuals, directories, and handbooks for distribution and use by others.
- Composes and types routine correspondence and documents from rough drafts or verbal instructions using modern word processing software.
- Sets up and maintains departmental files, records, and archives. Processes mail.
- Issues parking permits for staff, students and visitors. Prepares lists of permit holders and maintains files and statistics of citations. Initiates collection processes on overdue citations and prepares lists for the campus safety officers. Forwards citations to other jurisdictions for action. Processes appeals.
- Receives, inventories, and controls lost and found articles. Disposes lost and found articles after preset times and according to established policy.
- Prepares crime/incident reports for monthly submission to the California Department of Justice to comply with Student Right to Know and Campus Security Act legal requirements and to assist with voluntary data submission for crime statistics databases.
- Prepares and processes purchase orders, verifying available funds and coding to proper budget category. Follows-up on approved purchases for delivery status, costs, and in the case of project-oriented services, work in progress and outstanding balances.
- Reviews, codes, and processes requisitions, invoices, expense forms, claims, and payroll timesheets, verifying amounts, hours, and accounts.
- Assists with setup and maintenance of departmental budgets. May initiate account transfers.
- Receives and accounts for parking permit fees, citation payments, background check and report fees. Prepares bank deposits. Follows up with accounts receivable/collections.

- May recruit, select, schedule and orient student, temporary, and volunteer help.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **Knowledge and Skills**

Requires a working knowledge of general dispatching procedures and policies and procedures relative to dispatching.

Requires knowledge of the proper use of two-way radios, terminology, and codes.

Requires a basic knowledge of general municipal court procedures and processes with regard to processing of traffic and parking citations and basic crime reporting requirements and procedures.

Requires a working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing.

Requires a working knowledge of those activities associated with accounting, budget and payroll transaction processing, and statistical record keeping.

Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, and database software used in security.

Requires business mathematics skills to compute sums and statistics.

Must be skilled in using and troubleshooting various standard office machines.

Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare routine correspondence and document incidents.

Requires sufficient human relations skill to make present a positive image of the District and the department, convey technical information to others, and use patience and sensitivity in dealing with a diverse population.

### **Abilities**

Requires the ability to perform all of the duties of the position efficiently and in an open environment with interruptions and distractions.

Requires the ability to operate a radio communications base station to dispatch campus security officers and/or other personnel.

Must be able to perform clerical and secretarial work with speed and accuracy.

Must be able to learn, interpret, explain and apply knowledge of college and department organization, operations, programs, functions and special department terminology when performing assignments.

Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines.

Requires the ability to work cooperatively with staff, current and prospective students, external organizations, and the public using patience and courtesy.

Requires the ability to use a personal computer to produce correspondence and reports, and type/keyboard accurately.

Requires the ability to maintain confidentiality of private and sensitive information.

Requires the ability to work varying shifts.

### **Physical Abilities**

Incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature.

Requires ambulatory ability to sit for extended periods of time, to use microcomputers and peripheral equipment, accomplish other desktop work, and to move to various campus locations.

Requires the ability to use near vision to read printed materials.

Requires auditory ability to carry on conversations in person and over the phone.

Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

### **Education and Experience**

Requires a high school diploma, or the equivalent, and four years of experience in a law enforcement, dispatch, fire, or security environment.

- **Licenses and Certificates**

Requires a valid driver's license. May require LEADS certification.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.