

Senior Public Safety Assistant  
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=235612>

Downloaded On: Jul. 25, 2024 12:19am

Posted May 6, 2024, set to expire Jan. 28, 2025

<b>Job Title</b>	Senior Public Safety Assistant
<b>Department</b>	Office of Safety and Security
<b>Institution</b>	South Orange County Community College District South Orange County Community College District, California
<b>Date Posted</b>	May 6, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Public Safety
<b>Job Website</b>	<a href="https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Senior-Public-Safety-Assistant_REQ11952">https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Senior-Public-Safety-Assistant_REQ11952</a>

**Apply By Email**

**Job Description**

**Title:**Senior Public Safety Assistant

**Job Category:**CSEA

**Job Opening Date:**May 03, 2024

**Job Closing Date:**May 29, 2024

**Location:**Saddleback College

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**Work Location:**Mission Viejo, CA

**Department:**Office of Safety and Security

**Pay Grade, for more information click on this link:**

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

**Pay Rate Type:**Monthly

**Work Days:**Monday - Friday

**Work Hours:**8:00am - 5:00pm (Schedule and Shift are subject to change in accordance with the department needs.)

**Hours Per Week:**40

**Percentage of Employment:**100%

**Months of Employment:**12 months

**Salary:**Starting at \$4,419 per month

**Required Documents:**

Resume - Optional Document: Cover Letter

**Job Description:**

**C.S.E.A. Classified Bargaining Unit Salary Range 117**

**Application materials must be received by 11:59 pm 05/28/2024**

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**Required Documents: Resume**

**Optional Document: Cover Letter**

**Applications missing the required documents will not be considered.**

**This position is categorically funded. Employment in this position is contingent upon funding by: 100% Parking Fund.**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

**SUMMARY DESCRIPTION**

Under general supervision from the Chief of Police or designee, leads, plans, and coordinates access control activities and provides highly specialized support for the Campus Police Department at an assigned campus. Performs duties of a Public Safety Assistant; and provides clerical assistance as needed within the department. Supports front counter operations, providing a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility; receives incoming calls related to public safety matters from the campus community and the general public; supports the Campus Police Department in field assignments on foot or utilizing vehicles as necessary.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the Public Safety Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. The Senior Public Safety Assistant functions as a Public Safety Assistant and is assigned additional responsibility for access control, and other specialized functions of the police department. The incumbent provides direction, coordinates, and oversees the day-to-day activities of access control for the assigned campus.

**REPRESENTATIVE DUTIES**

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The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Leads, plans, and coordinates access control activities and functions to accomplish department goals and objectives; performs duties of a Public Safety Assistant.
- Oversees issuing, assigning access rights for access control cards or key fobs, and decommissioning of access control cards; processes requests for card access and modifications; monitors, tracks, and evaluates card access activity system wide.
- Serves as primary point of contact for service requests on access control systems; performs service/installation of access control systems, including in new construction; issues, receives, evaluates, and responds to work orders and requests; evaluates, diagnoses, troubleshoots systems, and performs maintenance, configuration changes, and repairs, as necessary; establishes priorities and coordinates with contractors and vendors, when required; performs testing, verification, and validation of installations and repairs using a variety of tools and methods; inspects work for compliance with current regulations and standards; maintains documentation of current systems, changes to configuration items, inventory, tasks, and daily service requests, etc. to keep accurate and appropriate records; evaluates present systems and recommends system expansion, modification, and replacement.
- Provides subject matter expertise related to systems; attends project meetings pertaining to access control integration; coordinates with administration, departments, and external groups to resolve access control related issues by applying technical solutions; assists in policy and procedure development related to access control; performs research on best practices and stays current on related regulations; instructs employees in the use of access control system; provides end user support and guidance on access control, hardware, and systems usage, ranging from beginners to expert users.
- Assists other college and external personnel for the purpose of supporting them in the completion of their work activities (i.e., coordination with electricians, locksmith, carpenters, etc.).
- May serve as receptionist for the Campus Police Department at an assigned campus; receives office and telephone callers; provides material and information in response to requests for information related to assigned area of responsibility; conveys telephone messages; refers callers to appropriate staff for further assistance as needed.
- Assists with the issuance of parking permits to students, staff, and special student categories, and related activities.
- Issues parking citations in support of parking enforcement operations; conducts traffic control in support of traffic enforcement operations; provides assistance to individuals having received citations; provides information for appealing citations; processes initial
- Administrative Reviews from walk-in customers, the citation processing agency, or by mail; logs

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in requests for hearings; enters results; receives, records, and issues receipts for parking citation payments and enters payments into system.

- Receives and maintains safe storage of campus lost and found items; attempts to contact owner of item; maintains records of items received and claimed.
- May operate Live Scan fingerprinting device for applicant and general public records checks.
- Assists with crowd management at campus events.
- Performs student escort services.
- Assists with Counter Reports, including traffic accident and no lead criminal incident reports.
- Uses District, College, State, and Federal laws, codes, regulations, policies, and procedures to provide accurate information and services; answers questions, clarifies information, responds to requests, and resolves problems; explains District, College, Division, or Department area policies and procedures where judgment, knowledge, tact, and interpretation of policies and procedures is necessary; researches and interprets regulations for Federal, State, District and College programs relating to area of assignment; maintains current knowledge and stays up to date on requirements and changes related to area of assignment; participates in the development of new/revised procedures to accommodate changes; maintains a working knowledge of standard operating procedures within the area of assignment.
- Composes, prepares, completes, and maintain a variety of correspondence, documents, forms, and other materials; generates, prepares, monitors, maintains, and reviews reports; disseminates information as appropriate; verifies and reviews documents and reports for completeness, accuracy, and conformance with established regulations and procedures.
- Utilizes various computer applications and software packages including word processing, spreadsheet, and database programs; operates a variety of office equipment and machines; learns to use new technology as necessary to perform duties; utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments.
- Establishes and maintains complex, interrelated filing systems including confidential files; collects, compiles, and records data and other information; researches and verifies information.
- Attends a variety of meetings, workshops, conferences, presentations, and training sessions as required; maintains compliance with mandatory trainings and certifications as directed by supervisor; attends and participates in diversity, equity and inclusion trainings and events.
- Abides by all confidentiality practices required by District, College, state, and federal policies, laws, rules, and regulations.
- Establishes and maintains cooperative working relationships with students, staff, and faculty, as well as various outside groups to ensure efficient, effective, and correct implementation of departmental objectives.
- Maintains departmental area(s) in a safe, clean, and orderly environment; assures compliance with established safety procedures and regulations; refers unresolved problems to supervisor.

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- Provides functional and technical work direction to lower-level staff, temporary employees, and student workers; trains new and existing staff as assigned; prioritizes work assignments; ensures work is completed in a timely manner; verifies the work of assigned staff for accuracy.

Performs related duties as required.

### **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

#### Knowledge of:

- Operation, procedures, and policies of a College Police Department; applicable local, state, and federal laws, codes, and regulations; District and College organization, operations, policies, and objectives.
- Advanced working knowledge of electronic access control technology; access control system equipment testing, repair, and maintenance procedures; working knowledge of low voltage systems.
- Basic emergency procedures and proper radio communication procedures and rules.
- Crowd management and traffic control methods and techniques.
- Software programs, hardware, and database systems relevant to area of assignment.
- Current office practices, procedures, methods, and computer equipment, software, hardware, and applications related to the work, including word processing, spreadsheets, and databases.
- Principles and practices used to establish and maintain files and information retrieval systems; principles and practice of recordkeeping, and principles and procedures of writing and report preparation.
- Work organization principles and practices.
- Basic mathematical concepts.
- Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Techniques for providing a high level of customer service including methods and techniques of proper telephone etiquette.
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- Interpersonal skills using tact, patience, and courtesy.

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- Techniques to facilitate effective interaction with people on an individual or group basis.
- Confidentiality requirements when dealing with personal and sensitive student information.
- Occupational hazards and standard safety policies and procedures.
- Principles and practices of providing training and guidance to lower-level staff and student workers.

### Ability to:

- Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.
- Perform a variety of office support and clerical duties and activities of a general and specialized nature for assigned campus police office.
- Work with software/hardware used in electronic access control systems; diagnose and repair access control security system hardware; effectively prioritize work requests.
- Make recommendations for access control security needs.
- Coordinate work with both internal and external stakeholders.
- Follow protocols and escalate as needed.
- Learn geographic features and streets of the campus.
- Learn to operate office equipment including computers and Live Scan device.
- Operate two-way radio equipment to communicate with police station or other police personnel.
- Provide operational and technical guidance and leadership to staff in area of expertise.
- Receive and appropriately respond to telephone calls for emergency service as needed; remain calm in emergency situations.
- Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively.
- Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.
- Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; effectively present information in person or on the telephone to students, staff, or the public; provide excellent customer service.
- Perform a variety of office support and clerical duties and activities of in support of the assigned area; operate office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems;

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apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare documentation, reports, and other written materials.

- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.
- Exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.
- Provide training and work direction to assigned temporary and student staff.
- Effectively utilize computer applications and equipment in the performance of duties; adapt to changing technologies and learn functionality of new equipment and systems.
- Report to work on a regular and consistent basis, as scheduled, to assigned job.
- Work some evening/weekend shifts as required.
- Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.
- Participate in trainings and meetings on-site and off-site as required.

### **EDUCATION AND EXPERIENCE GUIDELINES**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Education/Training:

Equivalent to the completion of the twelfth grade.

#### Experience:

One year of working in a security or law enforcement setting. Preferred: Experience working with access control systems.

#### **Licenses, Certificates, and/or Other Requirements:**





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A valid California driver's license and proof of insurability may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

#### Work Environment:

Work is performed primarily in a college campus setting. Duties may be performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, staff, and others; or at field assignments such as parking enforcement or traffic control. At least minimal environmental controls are in place to assure health and comfort.

#### **Physical Demands:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and may occasionally travel to other offices or locations for duty assignments or to pick up or deliver materials. Subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, staff, and others; or at field assignments such as parking enforcement or traffic control. At least minimal environmental controls are in place to assure health and comfort.

#### Vision:

See in the normal visual range with or without correction.

#### Hearing:

Hear in the normal audio range with or without correction.

### **SPECIAL COVID-19 NOTICE:**

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community



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College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

**PLEASE NOTE:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

**DISABILITY ACCOMODATIONS:**

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to [hrintodesk@socccd.edu](mailto:hrintodesk@socccd.edu).

**ATTENDANCE REQUIREMENT:**



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**CAMPUS CRIME AND SAFETY AWARENESS:**

Information regarding campus crime and safety awareness can be found at [www.saddleback.edu](http://www.saddleback.edu) or [www.ivc.edu](http://www.ivc.edu). Paper copies are available in the District Human Resources office upon request.

**EEO/AA Policy**

**DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):**

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

**SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**



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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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