

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Community Service Coordinator

BASIC FUNCTION: Under the direct supervision of the area manager/supervisor, performs as a lead aide to enforce parking rules and regulations and observe and monitors the District properties by foot or vehicle. This position supports parking services and supports office functions within the police department which are typically indoor assignments. The administrative functions in the police department are indoor functions that involve clerical assignments. On occasion assignments may include working at all District Colleges and off-site locations.

PROVIDES WORK OR LEAD DIRECTION TO: Employees under the Community Service Aide I classification, and provide guidance to student workers.

REPRESENTATIVE DUTIES:

1. Enforce all parking rules and regulations of the District, and applicable parking laws listed in the California Vehicle Code, issue parking citations using department automated and non-automated citation systems.
2. Provides continual leadership to employees in the Community Service Aide I (CSA I) and student worker classifications, including the direction and assignment of these employees.
3. Participate in the training of staff and documents their training.
4. Subject to the approval of the area Manager/Supervisor in charge of the Parking Service operations, completes and maintains all schedules and special assignments for CSA I and student worker employees.
5. Provides special assignment deployment recommendations to the area manager/supervisor in charge of the Parking Service Operation.
6. Provide assistance at special events, including but not limited to event security, traffic control and direction, information to guests, and other public services.
7. Coordinates and oversees the routine maintenance of all parking permit dispenser machines. May be required to communicate with vendors and/or private business representatives to facilitate the maintenance and/or purchase of equipment.
8. Completes necessary paperwork or electronic forms and obtains required approvals for additional maintenance of parking permit dispensers, parking division vehicles, and other equipment used by the parking services department.
9. Keeps accurate records and inventories of parking department equipment, including issued uniforms and equipment.
10. Provides written documentation detailing shift activities to the area manager or sergeant.
11. Shall document and forward any and all information concerning complaints, policy or procedure violations, law violations, or other potential misconduct to the Manger or Sergeant.
12. Receives inventory, and release lost and found property while maintaining accurate Microsoft Excel and Microsoft word records.
13. Issues temporary parking permits.
14. Receive completed parking administrative review forms and disperse to appropriate management or police personnel.
15. Responsible for the monthly ECB (Emergency Call Box) inspections and complete all related paper work.
16. Provides customer service and coordinates administrative tasks to the college community and other outside agencies at all district police stations and offices.

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17. Use District administrative systems to look up persons who may need to be contacted for police related issues including but not limited to lost and found property or emergency notifications.
18. Participates in District-provided in-service training programs.
19. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
20. Performs other duties, related to the position, as assigned.

EDUCATION: High school diploma or equivalent.

EXPERIENCE: Minimum of six months of parking enforcement or security experience is required. Experience working in a law enforcement department is desired.

LICENSES/CERTIFICATIONS: Must possess a valid California Driver's License and have (and maintain) an insurable driving record acceptable to the District's insurance carrier. A valid CPR (Cardiopulmonary Resuscitation) card approved by the American Red Cross or American Heart Association is highly desirable.

KNOWLEDGE OF: District parking rules and regulations, California Vehicle Code parking laws, and RCCD Safety and Police Department procedures and guidelines. Proficient use of Microsoft Word and Microsoft Excel as well as other District computer administrative systems.

ABILITY TO: Learn and apply District rules and regulations, California Vehicle Code parking laws, and department procedures and guidelines to the work performed; communicate effectively both orally and in writing. Candidate must be able to effective work with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, faculty, staff, administrators, students, the general public, officers and officials from outside law enforcement agencies, and other public agencies.

PHYSICAL EFFORT: Requires the ability to exert physical effort, such as walking, standing, lifting and placing signs, barricades and related traffic control devices. Must be able to lift a minimum of 25 pounds.

WORKING CONDITIONS: Work includes indoor and outdoor environment; may be subject to working during evening hours, inclement weather, and potentially confrontational situations.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 888-8039.