

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Community Service Aide I

**BASIC FUNCTION:** Under the direct supervision of the area manager/supervisor enforces parking rules and regulations and observes and monitors District properties by foot or vehicle. Assignments include working at all District Colleges and off-site locations on a rotational schedule which includes the location of assignment, days of work, and hours of work.

**PROVIDES WORK OR LEAD DIRECTION 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. Provide observational and preventative security patrols of District properties by foot or vehicle (including golf cart, ATV or other motorized conveyance).
3. Observe and immediately report suspicious or criminal activity to police communications via radio or phone.
4. Respond to public service calls for service, including but not limited to: vehicle jump starts, vehicle unlocks, locking and unlocking buildings, posting notices of class cancellations, providing escorts, and delivering documents on and off District property.
5. Provide traffic control and direction on College property, and adjacent roads as necessary, providing for the safe parking and movement of vehicles as well as pedestrian traffic movement in and around College property.
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. Provide traffic/pedestrian control and direction at accident scenes, road closures or building evacuations.
8. Boot vehicles per department guidelines.
9. Notify tow companies when a vehicle needs to be stored for unpaid parking citations, cars blocking disabled stalls or other reasons cited in CA Vehicle Code violations requiring the storage/removal of vehicles.
10. Complete required department paperwork, including but not limited to: California Highway Patrol 180 form; Daily Activity Logs, witness statements, and other paperwork as necessary.
11. Provide routine maintenance (assures meters are operating properly, clears paper jams and assures adequate paper supply) and cash collection service to District and College parking meter dispensers
12. Provides clerical support duties when assigned, including (but not limited to) the following:
  - a) All inquiries for information and assistance via phone, email or in-person.
  - b) Referring appropriate inquiries or calls for service to police communications personnel.
  - c) Issue temporary/vendor parking permits per department guidelines
  - d) Sell hourly, day and term parking permits.
  - e) Collect, tally and document daily cash receipts and deposits.
  - f) Preparation of towed vehicle release documents for police officers.

- g) Provide and assist the public with processing parking citation appeal forms.
  - h) Collect, catalog, document and retrieve lost and found articles for the college community.
  - i) Assist area Manager/Supervisor and Parking Administrative Clerk with projects and assigned duties.
13. Provide emergency assistance as directed by department or District administrators during emergencies or natural disasters.
  14. Participate in training of newly hired Aides and/or student workers.
  15. Participates in District-provided in-service training programs.
  16. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
  17. Performs other duties, related to the position, as assigned.

**EDUCATION:** High school diploma or equivalent.

**EXPERIENCE:** Prior parking enforcement or security experience is desired.

**LICENSES/CERTIFICATES:** 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:** Principles of customer service.

**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; respond to public inquiries, complaints, and requests for service in a tactful, effective manner; operate an adding machine, calculator, fax machine, and copier; operate a computer terminal; learn and interpret District regulations relative to parking; and be cleared through the California Department of Motor Vehicles to retrieve confidential information.

**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, employees 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 50 pounds.

**WORKING CONDITIONS:** Work includes indoor and outdoor environment; subject to working during evening hours, inclement weather, and potentially dangerous situations or environments.

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) 222-8039.