

COMMUNITY SERVICE AIDE, SENIOR

BASIC FUNCTION

Plans, assigns, reviews, and participates in the work of staff enforcing the District's parking rules and regulations; observes and monitors District properties by foot or vehicle at multiple colleges and off-site locations; coordinates and oversees the maintenance of all parking permit machines; provides general information and assistance to the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. Exercises technical and functional lead direction over and provides training to Community Service Aides, temporary staff, and/or student workers.

CLASS CHARACTERISTICS

This classification in the Community Service Aide series responsible for performing the most complex work assigned to the series. Employees regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties including leading the work of staff in the day-to-day operations of the District's parking enforcement program. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Plans, leads, reviews, and participates in the work of staff enforcing the District's parking rules and regulations; assists with training of Community Service Aides.
2. Provides leadership, direction, and assignments to Community Service Aides; with supervisor approval, maintains all schedules and special assignments for Community Service Aides and recommends assignment deployment.
3. Enforces all parking rules and regulations of the District and applicable parking laws listed in the California Vehicle code; issues parking citations using department automated and non-automated citation systems; boots vehicles per department guidelines; notifies tow companies in the event vehicles need to be towed for violations, including unpaid citations.
4. Coordinates and oversees the routine maintenance of all parking permit dispenser machines; performs basic mechanical repairs to meters; communicates with vendors and/or private business representatives to facilitate the maintenance and/or purchase of equipment; 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; keeps accurate records and inventories of office equipment and supplies; performs visual pre- and post-trip inspections of parking enforcement vehicles and equipment.
5. Provides written documentation detailing shift activities; documents and reports all information concerning complaints, policy or procedure violations, violations of law, or other potential misconduct to management.
6. Provides observational and preventative security patrols of District properties by foot or vehicle (including golf cart, ATV, or other motorized conveyance); observes and immediately reports suspicious or criminal activities to police communications via radio or phone.
7. Provides traffic/pedestrian control and direction at accident scenes, road closures, or building

- evacuations; provides emergency assistance, as directed by department or District administrators, during emergencies or natural disasters.
8. Completes required paperwork including, but not limited to, daily activity logs and other paperwork, as necessary.
 9. Provides assistance at special events including, but not limited to, event security, traffic control and direction during graduations, athletic events, holiday community activities, and provides information to guests.
 10. Responds to public service calls including, but not limited to, vehicle jump starts, vehicle unlocks, locking and unlocking buildings, posting notices of class cancellations, providing escorts, and document delivery on and off District property; locking and unlocking gates.
 11. Provides clerical support duties including, but not limited to, issuing temporary/vendor parking permits; sells hourly, day, and term parking permits; refers appropriate inquiries or calls for service to police communications personnel; refers all inquiries for information and assistance via phone, email, or in-person.
 12. Collects, tallies, and documents daily cash receipts and deposits; collects, catalogs, documents, and retrieves lost and found articles for the college community; assists with other projects as assigned.
 13. Performs Emergency Call Box (ECB) inspections and completes all related paperwork.
 14. Participates in District-provided in-service training programs.
 15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Principles of providing functional direction and training.
2. Parking rules and regulations and California Vehicle Code parking laws.
3. Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
4. Methods and techniques of traffic control.
5. Operational characteristics of parking meters.
6. Cash handling techniques.
7. Campus geography, maps, streets, landmarks, and driving directions.
8. Principles, practices, and methods of effective campus security and emergency response and evacuation.
9. Interview techniques.
10. Record keeping principles and practices.
11. Principles and practices of data collection and report preparation.

Ability to:

1. Plan, organize and coordinate the work of assigned staff.
2. Effectively provide staff leadership and work direction.
3. Apply District rules and regulations, California Vehicle Code parking laws, and department procedures and guidelines relative to parking.
4. Retrieve confidential information through the California Department of Motor Vehicles.
5. Assess situations while remaining calm and using sound, independent judgment.
6. Maintain accurate records and files.
7. Compile and summarize information to prepare accurate, clear, and concise reports.
8. Organize work, set priorities, and meet critical deadlines.
9. Safely and effectively use and operate specialized equipment required for the work.

10. Exercise independent judgment within general policy and procedural guidelines.
11. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
12. Communicate effectively in the course of performing work tasks.
13. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
15. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of parking enforcement or security experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

1. A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform light physical work, and to operate varied vehicles and equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the above-mentioned tools and equipment. Employees in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.