



JOB INFORMATION

<i>Job Code:</i>	147011
<i>Job Title:</i>	Community Service Officer II
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Public Safety (Step)
<i>Job Family Group:</i>	Public Safety
<i>Management Level:</i>	8 Individual Contributor
Community Service Officer II	

JOB SUMMARY

Trains, evaluates, and assists field supervisors with Community Service Officer I (CSO I) personnel. Provides guidance in patrol, building access, investigative, and parking control activities. Community Service Officers are not authorized to carry firearms.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Related undergraduate study	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	as a USC Community Service Officer I Or
X		2 years	in a highly customer service-oriented security-related field Or
X		1 year	as a line supervisor.

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>

Licenses

Req	Pref	License(s)
X		Valid California Class C driver's license.
X		BSIS (Bureau of Security and Investigative Services) Guard Card.

Other Job Factors

• Must be eligible for bonding.
• Vision in each eye correctable to at least 20/25.
• Must successfully complete a written/oral exam, in-depth background investigation, medical evaluation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides assistance to field supervisors with CSO I personnel performing patrol duties, electronic door access and closed circuit television system monitoring, incident and asset loss investigation, and parking control assistance.				
Trains and evaluates assigned CSO I personnel.				
Assists the assigned unit supervisor or watch commander in the evaluation of employees.				
Schedules, assigns, and prioritizes work activity. Maintains administrative records for assigned employees. Prepares and submits reports as required.				
Participates in crime prevention and public information programs.				
Ensures the implementation and enforcement of university and CAL-OSHA policies relating to safety, health, and fire prevention.				
Serves as liaison with other university departments and students as required.				
Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.