



## Community Service Officer III/Manager Job Description

### JOB INFORMATION

Job Code:	147015
Job Title:	Community Service Officer III/Manager
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Public Safety (Non-Step)
Job Family Group:	Public Safety
Management Level:	6 Manager
Community Service Officer III/Manager	

### JOB SUMMARY

Serves as an operations manager of Community Service Officer personnel in the Department of Public Safety. May manage other public safety personnel as needed. Assists in the administration of public safety/security and law enforcement programs. Develops, plans and implements operational objectives and goals. Serves as commander of an assigned watch, unit(s) or facility/facilities.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Bachelor's degree	

#### Additional Education

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

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	And
X		<1 year	in a supervisory role.
	X	1 year	in a supervisory role.

#### 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

Req	Pref	Functional Skills
X		Directly related experience as a Community Service Officer II or equivalent.
X		Knowledge of applicable principles, regulations and laws.

## 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
Manages Community Service Officer personnel involved in providing protection to the campus community, buildings and facilities. May manage other public safety personnel as needed. Assists in recruiting, screening and interviewing applicants. Makes recommendations on hiring and terminations. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals.				
Represents the department at customers' managers meetings or internal departmental meetings and provides information, assesses needs and makes recommendations regarding public safety/crime problems and public safety programs. Develops objectives and tactical plans.				
Assists in assessing the needs of the organization and identifying opportunities for organizational growth.				
Plans and conducts training and evaluates participant performance. Demonstrates techniques, equipment or procedures. Provides technical assistance for training purposes and for problem solving. Provides background and interpretation of departmental policies, procedures and guidelines. Ensures that the training conforms to departmental standards.				
Plans, schedules, assigns and prioritizes workloads on a daily basis. Ensures employees are adequately trained to promote continuity of operations during vacations and extended absences. Ensures timely completion of unit work. Investigates complaints about department service. Prepares comprehensive records and reports for assigned employees.				
Serves as an internal resource to units on security and/or safety policies and procedures, technology and equipment. Participates in policy and procedure development and implementation. Provides interpretations of university public safety policies and procedures to the community, representatives of local agencies and the general public.				
Serves as commander of an assigned watch, unit(s) or facility/facilities. Identifies and analyzes security-related problems and emergencies. Makes decisions regarding problems, issues and/or emergencies and is accountable for these decisions. Acts as an official representative of the university as required.				
Participates in the review and analysis of statistics and other relevant data to identify public safety/crime problems. Makes recommendations regarding public safety/crime problems.				
Prepares comprehensive staff reports as assigned.				
Participates in crime prevention and public information programs and new facility employee orientations.				
Conducts follow-up investigations on losses reported incidents and/or safety hazards. Conducts interviews and prepares and submits the proper reports.				
Assumes charge of field situations as needed.				
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

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.