

BU Job Series Matrix

Job Family: Physical Environment Services	Job Series Title: Community Service Officers	Job Series Code: Y25
Job Series Summary: Community Service Officers (CSOs) support the overall public safety mission of the Stanford Department of Public Safety by performing a variety of security services. CSOs generally work under the direction of a sworn Sergeant, Lieutenant or Civilian Supervisor, or a designated officer in charge (OIC).		
Job Title: Community Service Officer (CSO)		
Job Classification Code: 8800		
Pay Range: P01		
Exemption Classification: Non-exempt		
Effective/Revision Date: 11/30/2015		
Job Responsibilities		
Perform non-sworn, un-armed security duties to provide a safe environment for faculty, staff, students and visitors. Under the direction of a supervisor, serve as a lead security officer by providing direction and training to other employees performing security duties and coordinating their activities. This position is distinguished from the Security Officer position by requiring a more in depth knowledge of security practices and a broader and greater level of responsibility.		
Characteristic Duties		
The duties listed under the Duties/Responsibilities section are designed to provide a representative sampling of key tasks and/or responsibilities associated with the job. They are not intended to be a complete list of all the duties performed by employees in the classification.		
<ul style="list-style-type: none"> • Patrol designated areas of the University by foot, bicycle, motor vehicle or other method for suspicious and/or illegal behavior, safety hazards, unlocked doors, opportunities to assist the public, etc. Report hazardous conditions and suspicious circumstances. Provide directions to community members and visitors; maintain a daily log of events and incidents, and document attendance counts. • Provide traffic control, security or logistical support during emergencies and special events. Duties may include posting no-parking signs, deploying cones, flares and barricades, towing barricade trailers, setting up generators and other emergency response equipment, acting as a first responder for emergency situations and provide emergency assistance as necessary including basic first aid and CPR, serving on a search and rescue team, or standing a security post in a potentially dangerous location or situation. Assist with problem solving during events, determining whether a higher level of response is needed. • Complete "After Action Reports" for events. Communicate concerns to the Civilian Supervisors, sergeant or other assigned event supervisor. • Provides job assignments, daily oversight and "on the job" training in security and traffic control methods to non-sworn personnel, namely Special Events Personnel (SEPs). Complete SEP assessment forms or other documentation of any training provided. • May appear in court during duty and off-duty hours in relation to contested parking citations issued. • May perform parking enforcement, issue parking citations. • May write police reports for a limited set of circumstances. May process evidence. 		
Minimum Education and Experience Required		
High School diploma or GED or combination of education and relevant experience.		
Minimum Qualifications		

- Ability to work both as a team leader and member, and handle multiple responsibilities in a timely manner, using sound judgment and independence in determining priorities.
- Exceptional customer service and interpersonal skills including the ability to interact well with the public, problem solve, and handle stressful situations in a calm and professional manner demonstrating dependability, flexibility, a positive attitude, a high level of energy, and enthusiasm under stressful, volatile circumstances.
- Effective oral / written communication skills including the ability to interact with and communicate critical information effectively to a diverse group of people in any situation.
- Ability to drive various vehicles including trucks and multi-passenger vans to transport personnel and equipment, including towing barricade trailers. After participation in forklift training provided by DPS via EHS training, operate a forklift to move equipment and trailers.
- Knowledge of and/or ability to learn and apply a variety of University and departmental policies.
- Ability to keep sensitive information strictly confidential.
- Ability to use and/or learn to use two-way radio.
- Familiarity with and/or ability to learn the Stanford campus.
- Computer skills in basic applications (e.g., Word, Excel).

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- Basic mechanical ability to operate department equipment including but not limited to parking boots, lock cutters, trailer hitches, fire extinguishers.

Certificates and Licenses Required

- Valid California non-commercial driver's license.
- Ability to obtain and maintain CPR/First Aid Certification.
- Ability to complete Stanford Field Training Program.

Physical Requirements

- Ability to obtain and maintain a California non-commercial class license.
- Ability to pass and maintain certification in First Aid/CPR/AED training.
- Vision no more than 20/100 correctable to 20/30 in each eye with normal color vision.
- Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities including:
 - Frequently or constantly stand and/or walk for extended periods of time; push, pull and move objects that weigh 40 pounds or more to a height of 18-24 inches.
 - Occasionally, sit, and perform desk based computer tasks, and lift/carry/push/pull objects that weigh up to 10 pounds.
 - Occasionally kneel, crawl, climb ladders, reach/work above shoulder, twist/bend/stoop/squat, grasp lightly/fine manipulation, grasp forcefully, write by hand, sort and file paperwork or parts, operate foot and/or hand controls, carry, push, and pull objects that weigh 40 pounds or more.

Working Conditions

- Requires 24-hour response availability seven days.
- Shift work (days, evenings, weekend, including Holidays) and outdoor work, sometimes in inclement weather conditions
- Mandatory overtime and shift adjustment, with little advanced notice, is required.
- CSOs wear a uniform and a duty belt with assigned equipment.
- Must wear personal protective equipment as defined/required by job.
- Drive various vehicles including trucks and multi-passenger vans to transport personnel and equipment, including towing barricade trailers. Operate a forklift to move equipment and trailers.
- May be exposed to active laboratories, outdoor work, temperature extremes, noise, allergens, biohazards, chemicals and inclement weather conditions.
- May be selected to be trained to respond in the event of a chemical, nuclear and or biological threat which requires wearing Class B personal protective equipment including a full suit, mask or respirator and gloves

Work Standards

- When conducting university business, must comply with the California Vehicle Code and Stanford University driving requirements.
- Interpersonal Skills: Demonstrates the ability to work well with Stanford colleagues and clients and with external organizations.
- Promote Culture of Safety: Demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
- Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the personnel policies and other policies found in the University's Administrative Guide, <http://adminguide.stanford.edu/>.