

March 2014

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SECURITY COORDINATOR

BASIC FUNCTION:

Under the direction of the Director-Security, coordinate Security Office activities to meet campus needs; provide related liaison and support services related to dispatching calls, electronic door access issues, hard key issuance, staff identification card issuance, parking requests, permits and citations, campus lost and found; coordinate and provide work direction and guidance to designated temporary employees.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Coordinate Security Office activities and provide a variety of related support services to meet campus needs; provide liaison and support services related to dispatching calls, electronic door access issues, hard key issuance, staff identification card issuance, parking requests, permits and citations, campus lost and found.

Provide work direction and guidance to temporary employees; coordinate work assignments and review work for compliance with established standards and procedures; review and verify accuracy of temporary employee time sheets for payroll processing.

Perform a variety of diversified and complex clerical duties involving independent judgment and requiring in-depth knowledge of campus security operations; assure smooth and efficient office operations, and proper and timely completion of projects and activities; coordinate flow of communications and information in support of assigned functions and activities.

Serve as the primary assistant to the assigned supervisor; provide public relations and communication services; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Receive visitors, including administrators, staff, students and the public; provide assistance or direct to appropriate staff; respond to inquiries and provide information and assistance related to program or department operations, activities, standards, requirements, time lines, policies and procedures. Communicate with College personnel, students and outside agencies to exchange information and resolve issues or concerns; answer telephones and assist callers as needed.

Compile information and prepare and maintain a variety of records, logs and reports related to programs, projects, students, financial activity, and assigned duties; establish and maintain filing systems; review, revise and proofread a variety of documents and information.

Utilize campus technology tools to research student information, control electronic door access, assist with AlertU messaging as requested.

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Process parking citation appeal data; obtain and prepare related materials for citation appeal hearing with Hearing Officer. Receive and coordinate all special parking requests; prepare and transmit daily guest list to kiosk; issue staff parking permits and maintain related records.

Maintain centralized campus lost and found item inventory in a secure and organized manner.

Input a variety of data into an assigned computer system; establish and maintain automated records and files; initiate queries and generate various computerized lists and reports as requested; assure accuracy of input and output data; update and maintain Security and emergency website information.

Operate a variety of related office equipment including a copier, computer and assigned software, and two-way radio.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Security office operational responsibilities

Technology tools related to Security office operation

Modern office practices, procedures and equipment

Correct English usage, grammar, spelling, punctuation and vocabulary.

General terminology, practices and procedures of assigned office

Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of college students.

Operation of standard office equipment including a computer and assigned software.

Oral and written communication skills.

Policies and objectives of assigned programs and activities.

Principles of training and providing work direction.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

ABILITY TO:

Coordinate Security Office activities and provide a variety of related support services to meet campus needs.

Coordinate and provide work direction and guidance to designated temporary employees.

Perform a variety of clerical and secretarial duties to relieve the supervisor of administrative and clerical detail.

Coordinate flow of communication and information.

Assure smooth and efficient office operations.

Answer telephones and greet the public courteously.

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Complete work with many interruptions.

Serve as a liaison between students, staff, faculty and the public on matters related to campus security.

Work independently with little direction.

Operate standard office equipment including a computer and assigned software, and two-way radio.

Meet schedules and time lines.

Maintain records and prepare reports.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND PAID EXPERIENCE:

Any combination equivalent to: graduation from high school and three years related clerical experience involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard, two-way radio, hard keys, lost and found items.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and on telephone.

Walking to monitor campus security activities.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders and horizontally.

HAZARDS:

Potential contact with dissatisfied or abusive individuals