



Classification Description

Job Title: Community Service Technician

Pay Grade: CT010 (8 hour)

Job Code: 4160

FLSA Status: Non-Exempt

Job Purpose

This position is responsible for providing community services on a designated campus to ensure a safe and secure environment for students, faculty, staff and visitors. Duties include patrolling the campus and performing community service work on various campuses.

General Responsibilities

Essential Functions

Conducts regular foot and vehicle patrols for assigned area(s) to ensure environment is safe for students, faculty, staff and visitors. Observes surroundings through these patrols and takes appropriate measures to eliminate security and safety concerns to ensure protection of College facilities and assets.

Responds to various non-emergency calls for service such as access control requests, inoperable access mechanisms and/or requests for assistance.

Ensures orderly flow of traffic; monitors parking lots; issues parking citations.

Maintains regular contact with supervisor when dispatched to appraise an emergency situation; keeps appropriate individuals informed of status and location of incidents; partners with other agencies and personnel to ensure proper handling of emergency calls in a support function.

Assists other law enforcement agencies, fire department and emergency medical technicians in a support function.

Alerts supervisor to issues or activities discovered during regular patrols that may have an impact on the safety and security of students, staff and visitors.

Documents incidents and related outcomes through the appropriate report management program;

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ensures reports are completed in an accurate and timely manner; maintains confidential records. Assists with the administration of policies, procedures and programs including emergency management notification, life safety, fire and sanitation. Delivers evening training sessions on safety and security topics as needed.

Assists in performing safety and/or fire inspections as directed by the supervisor.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High School diploma or GED.

Two (2) years full-time experience in law enforcement, security, public safety management, or customer service. Appropriate combination of education and experience may be substituted.

Ability to work various shifts including day, afternoon, evening and overnight hours as the College dictates.

Ability to independently travel to any of the FSW campuses: Lee, Collier, Charlotte or Hendry/Glades.

May be designated as “Essential Personnel” in times of emergency.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.

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- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking and standing. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Performs work duties both inside and outside. Incumbents will be exposed to heat, rain and other weather conditions.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: January 27, 2020. Revised: May 10, 2021, and July 1, 2023.