COLLEGE of the CANYONS

SANTA CLARITA COMMUNITY COLLEGE DISTRICT

announces an employment opportunity for

Student Services Technician I
(Campus Safety Office)

A Full-Time Classified Represented Position

Review Date: June 6, 2016

POSITION DESCRIPTION

Reports to and under the supervision of the Director, Campus Safety, the Technician performs specialized technical, clerical and office support functions related to Campus Safety. Duties include but are not limited to correspondence, record keeping, support of state reporting requirements, problem solving, specific student service and campus safety related projects, maintenance of campus safety documents and information, and advising students, staff and visitors on matters related to campus safety. Performs other related duties as assigned.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Acts as department receptionist. Interacts with students, faculty, staff and the public by telephone and in person concerning a wide range of subjects relating to Campus Safety. Requires a thorough knowledge of policies, regulations and procedures. Refers individuals to staff members as appropriate.

2. Understands, interprets, and applies state regulations (particularly the vehicle code), mandates, rules, and operational procedures.

3. Performs specialized support functions and provides leadership for the District’s Citation, Appeal and Hearing process. Tracks, researches, and investigates citations and appeals. Schedules hearings, arranges for hearing officers, prepares forms, maintains records/files, and updates the Wincite website.

4. Performs specialized support functions and provides leadership for the District’s Rideshare program. Tracks and monitors incentive program claim forms and information. Coordinates events, maintains budget, orders and issues plan incentives, tracks and issues carpool permits, attends mandatory workshops, promotes program to campus, and maintains compliance during plan year.

5. Performs specialized support functions and provides leadership for the District’s Lost and Found program.

6. Performs and coordinates daily operations of adopted Rideshare budget. Oversees allocations and expenditures. Processes purchase requisitions, tracks corresponding purchase orders and invoices, requests advance funds for events and purchases and maintains petty cash fund for program.

7. Serves as clerical support for Campus Safety programs, activities and operations. Composes and distributes correspondence, answers and redirects inquiries, makes appointments for the Director and/or other professional staff, and prepares minutes of meetings as directed.

8. Performs all duties necessary to submit various records and reports of office operations, equipment, and incident reports as instructed including state mandated reports and documents. Manages the flow, storage and imaging of department documents.

These positions are a high priority for our district for the 2016-17 year, and are contingent upon continued available district and state funding.
9. Performs cash handling duties such as cash counting, cash reporting and data entry. Follows appropriate cash handling and management procedures.

10. Provides administrative support related to maintenance and operations of Campus Safety equipment used for parking safety and enforcement. Monitors the parking vending machines on a daily basis, schedules repairs, and orders parts.

11. Handles incoming radio traffic related to Campus Safety, summons emergency response teams, and coordinates with Fire and Sheriff’s departments as needed.

12. Issues employee parking permits, maintains records, and tracks requests for special parking permits.

13. Maintains a positive physical presentation of public area office space. Maintains welcoming reception area, attractive and easily accessible signage and materials, and well organized office operations.

14. Assists with monitoring, training, and work direction of adult hourly and/or college assistants, as directed.

15. Assists Director in ensuring compliance with Clery Act.

16. Assists with the coordination of special events and activities.

17. Assists in making presentations to staff and students regarding issues related to campus safety.

18. Participates on college and community committees and in professional associations relating to Campus Safety, and specialized trainings as directed.

19. Cross-trains and performs the essential duties of equal or lower level classifications/positions within the department, as needed.

20. Performs other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES

Position requires knowledge of:

- Basic record keeping practices.
- Rules and regulations governing campus safety and parking.
- Methods and procedures concerning public contact.

Position requires ability to:

- Learn, interpret, and apply institutional, state and federal regulations, legal mandates, policies, rule, and guidelines to a variety of operational procedures.
- Apply knowledge of modern office practices and equipment, including word processing, record management and filing systems, telephone techniques, correspondence development, and report writing.
- Assume responsibility for routine clerical detail.
- Establish and maintain comprehensive and accurate files and records, prepare concise and complete reports as required.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Type with speed and accuracy; make arithmetical calculations in like manner.
- Communicate effectively orally and in writing.
- Understand and carry out oral and written directions.
- Adapt to changing student and procedural requirements.
- Establish and maintain cooperative working relationships with faculty, staff, trainees, and others connected in the performance of duties.
- Establish and review work priorities.
- Work confidentially with discretion.
- Work effectively and independently with minimal supervision.
- Show willingness to participate in cross-training activities; ability to learn quickly and retain new information.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff and community.

MINIMUM REQUIREMENTS

Experience: Two (2) years full-time equivalent administrative support experience providing customer service to the public. Requires proficiency with Microsoft Office Suite applications – Excel, Outlook, PowerPoint, and Word in a Windows environment.

Education: Education equivalent to an Associate’s degree (60 semester units) from an accredited college or university is required. Two (2) years of experience in addition to that identified above may be substituted for each one year (30 semester units) of college.

Desirable Qualifications:

- Additional customer services experience.
- Work experience in a campus safety/security environment in a community college, university, high school, and/or other related community agency.
- Possession of a valid Employee Transportation Coordinator (ETC), First Aid, and C.P.R. certifications.

SALARY PLACEMENT

Salary placement will be on Range 22 of Classified Represented Salary Schedule B ($3,593 - $5,557 per month). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($3,593 / $3,793 / $4,011 per month) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.

Probationary period for new Classified employees is one year. Work year is 12 calendar months. The normal work week for this position is 40 hours. Paid holiday, discretionary, and sick time are provided. Ten vacation days accrue during the first year of employment. A regular work schedule will be assigned, with the ability to occasionally work a flexible schedule as needed. A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.
PHYSICAL CHARACTERISTICS
Position requires sitting and viewing a computer monitor for extended periods of time plus frequent periods of standing and walking, which may include climbing staircases; dexterity of hands and fingers to operate a typewriter and computer keyboard and related equipment; stooping, kneeling, crouching, crawling, twisting/turning, bending at the waist, and reaching in awkward positions; frequently exerting 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed material and computer monitor; handling and working with various materials and objects; and travel from site-to-site.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS
Full-time employees are provided with a diversified program that includes medical, dental and vision insurance including dependent coverage, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development opportunities are provided to all employees. Educational incentive is available to eligible Classified Represented and Confidential employees.

RETIREMENT: Classified employees contribute to the Public Employees’ Retirement System (PERS), a defined benefit retirement plan through the State of California. Various additional benefit options are available to retired employees.

CONDITIONS OF EMPLOYMENT
Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.

Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.

Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.

Board of Trustees approval.

Official, sealed transcripts are required upon offer of employment.

EQUAL EMPLOYMENT OPPORTUNITY
The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

ABOUT THE DISTRICT
Innovative. Collaborative. Entrepreneurial. These characteristics not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local school districts, regional government entities, and service organizations. Thousands of children visit the college’s Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them. The college is designated as a Hispanic Serving Institution.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.
APPLICATION AND SELECTION PROCESS

Applicants are encouraged to complete their applications online. Please visit our website at http://www.canyons.edu/OFFICES/HumanResources. If you require assistance, please call the Human Resources office at (661)362-3427 or for the hearing impaired TTY/TDD Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 4 – 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- Online District CLASSIFIED Application.
- Detailed resume, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- Letter of interest (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties and the abilities section of this announcement.
- Copies of complete and legible college transcripts clearly indicating all college units earned and any degree awarded. You can submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- Supplemental Questionnaire. Please answer the following questions as part of your application packet.

1. Do you possess education equivalent to an Associate’s degree or higher from an accredited college or university? (yes/no) If yes, please provide a legible copy of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.
2. Please describe your administrative support experience providing customer service to the public. What roles did you play in serving the public? Include employer name(s), position title(s), dates of employment, full-time or part-time status (hours per week), your roles and responsibilities. Please provide your total years of full-time equivalent experience in this field.
3. Please describe your experience working with Microsoft Office Suite, including Microsoft Word, Excel, PowerPoint and Outlook (e-mail). Please provide examples of how you have used each program in the workplace.
4. Please describe your methods for organizing multiple projects and daily work.
5. Please describe in detail your experience providing telephone and front office customer support in a service-oriented environment.
6. Give examples of times when you had to field requests coming into your office that were confusing or vague. What steps did you take to clarify the needs of the requestor and determine the action steps necessary?
7. Please describe any experience you may have in event planning and facilitation.

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8. Please describe any work experience you may have in a Campus Safety/Security environment in a community college, university, high school, and/or other related community agency. Please include any experience you have tracking and processing citations and appeals.
9. Why do you want to work in this position at College of the Canyons?

- Letters of Reference are optional.

Please note:

- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. If you need assistance with the application process, contact:
  
  **Human Resources Office**
  
  (661) 362-3427
  
  TTY/TDD (661) 362-5178 or visit our website at www.canyons.edu/offices/humanresources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews between the weeks of July 4, 2016 and July 11, 2016 and conduct final interviews between the weeks July 11, 2016 and July 18, 2016. This is an estimated timeline, and is subject to change.

Positions are offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.

**COLLEGE OF THE CANYONS**
26455 Rockwell Canyon Road, Santa Clarita, CA 91355
www.canyons.edu