

JOB DESCRIPTION

Job Title: Police Public Service Officer

Job Title Code: L27

FLSA: Non-Exempt

Salary Range: D1 \$36,000+ (commensurate with education and experience)

Reports to:

Dallas College

Since 1965, Dallas College, formerly known as the Dallas County Community College District (DCCCD) has served more than three (3) million students. We are one of the largest community college systems in the state of Texas, which includes seven campus locations around the Dallas/Fort Worth area. We strive to be a leader in the Community College space, placing students at the center of everything we do.

Position Summary

The Public Service Officer (PSO) position provides a safe and secure environment for all employees and visitors at assigned location(s) so faculty can focus on teaching and students can concentrate on learning. Provides general assistance (gives directions, answers questions, provides information, etc.) to faculty, staff, students and visitors and projects a positive image of Dallas College by maintaining a pleasant and professional demeanor. Contributes to the overall safety and security of students, employees, visitors, and Dallas College property by maintaining a uniformed presence. Requests assistance from Dallas College police officers for law enforcement matters, or off-campus police, fire, and EMS personnel as needed. Assists Dallas College Police Officers as directed within the scope of responsibility.

Required Knowledge, Skills and Abilities

- Knowledge of public security codes, policies, and regulations.
- Ability to react calmly and effectively in emergency situations.
- Able to perform security and safety checks of college grounds and facilities to ensure a safe and healthy environment. Identifies safety hazards and assists students, faculty, staff to hazardous material incidences.
- Skill in detecting problems and report information to appropriate personnel.
- Able to responds to fire and medical emergencies and provides crises intervention in conflict or emergency situations. Evaluates circumstances, coordinates outside responses, and secures hazardous area.



- Able to provide customer service, information and assistance to students, staff, faculty and the general public. May be required to broadcast emergency messages using appropriate notification systems.
- Ability to provide excellent verbal and written communications.

Key Responsibilities

- Provide directions to locate buildings, offices, and clinics and other general helpful information to visitors
- Stand for long periods of time at a stationary post or while directing traffic
- Patrol buildings, grounds, parking lots, garages, and stairways on foot or by vehicle, checking for fires, water leaks, and general building security; report safety hazards and physical security deficiencies verbally and in writing. Monitoring hallways with attention to classroom activity ensuring a comfortable and safe academic environment.
- Ensure all personnel entering the complex or building on campus or other College property are properly identified
- In conjunction with a College Police Officer, respond to medical assistance requests, assisting the Officer and leading the responding EMS personnel to the appropriate location
- Write reports on incidents occurring on college property, including irregularities, emergencies, or suspicious activity.
- Report all irregularities, emergencies, or suspicious activity to the Department.
- Issues parking citations for handicapped parking violations.
- Responds to low risk calls for service to assess the scene and to determine the need for and if necessary, request the response of police, fire, or EMS.
- Observe activities to determine if an offense is being committed or is about to be committed, and if necessary, request the response of police, fire, or EMS.
- Assist persons being evacuated in emergencies.
- Hear and respond to audible emergency alarms and instructions transmitted on the police radio.
- Respond audibly to public inquiries and transmit clearly over a police radio.
- Provide occasional personal escort services to students, staff, faculty, or visitors.
- Upon request, ensure faculty and staff have access to the facilities they need to perform their job. Locks/unlocks doors on a regular schedule and as requested by individuals (if appropriate).



- Provide motorist assistance when needed or requested.
- Assist sworn police personnel as directed.
- Assist sworn police personnel with detained or arrested persons.
- Responsible for other reasonable, related duties as assigned.
- Completes required Dallas College professional development training hours per academic year.
- Performs other job duties as required.

Physical Requirements

Working conditions include but are not limited to:

- Indoor assignments typically require PSOs to patrol the campus facilities on foot. Occasionally a PSO assumes a fixed post assignment. Any indoor assignment may require standing, sitting, or walking for lengthy periods of time.
- A motorized patrol vehicle typically performs outside patrol assignments. PSOs will periodically experience exposure to inclement weather conditions for lengthy periods of time.
- Because of the nature and scope of this position, work does involve a degree of hazard.

Minimum Qualifications

- 18 years of age.
- Graduation from high school, vocational school or equivalent or passed a GED test.
- Valid Texas driver's license with a satisfactory driving record that meets or exceeds Dallas College policy and standards to operate a Dallas College vehicle.
- No previous security experience is required.
- Good physical condition, capable of walking and/or standing for long periods of time without the aid of canes, crutches, or similar tools.
- Eyesight and hearing of sufficient acuity to accomplish the job duties.
- Operate a handheld radio.
- Flexibility to workdays, evenings, or nights; overtime may be required.
- Criminal record clear of felony convictions and personal history must be above reproach, and stable employment record.
- Official transcripts will be required.



*** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

Other Information

All successful candidates are required to comply with all Department policies, procedures, and directives as well as the Board Policies of Dallas College and the regulations and directives enacted thereunder.

Work is performed under the general supervision of the chain of command for the Dallas College Police Department, typically a Police Sergeant. Supervision is usually available in person or by radio. Work requires the ability to make frequent minor decisions and occasional decisions of some significance. Work is reviewed for completeness, accuracy and compliance with departmental policy and procedure.

Shift Assignments

Assignments are subject to change at any time depending on the needs of the Department.

- PSOs may be assigned to any one of three shifts, working days or nights, with varying days off throughout the week.
- PSOs may be required to work overtime assignments.
- Shift assignments or overtime assignments may include working holidays or weekends.
- Assignments are subject to change at any time depending on the needs of the Department.

Uniforms and Equipment

The Department issues uniforms and related equipment. The PSO will be required to wear the uniform as prescribed by Departmental policy, rules, regulations, or directive.

New PSOs will be required to provide socks and footwear at their own expense, as prescribed by appropriate rules or regulations.

Assignment and Field Training

The new PSO will be assigned to a shift and an experienced PSO acting as a field training officer. The new PSO will then undergo approximately three weeks of training. The training officer is responsible for orienting and training the PSO on all aspects related to the PSO position. The training officer assists the PSO with the final phase of his or her training by observing and evaluating the new PSOs progress and performance daily.