

MODESTO CITY SCHOOLS

Job Description

JC# 1611

SECURITY PATROL/CALL CENTER TECHNICIAN

OVERALL RESPONSIBILITY

Under general supervision, assigned at a fixed site (call center) or on patrol, ensure the security of district personnel, students, and district property, provide for a safe and secure school environment, foster an optimal learning environment and act as a deterrent to unsafe or poor behavior by patrolling District facilities, handling calls, creating reports, responding to alarms and calls for assistance, enforcing school and District policies, intervening in physical encounters, monitoring campus activity and reporting unsafe conditions.

SPECIFIC RESPONSIBILITIES

1. Patrol and monitor the campus and surrounding areas, campus bus stops and unsupervised places to ensure the safety and well-being of students and staff and the safety and security of the facility. *E*
2. Display moral, ethical and professional behavior in working with students, parents, school personnel and outside agencies associated with the school. *E*
3. Wear District designated attire in a presentable manner during assigned work hours. *E*
4. Respond to alarm activations, patrol buildings and grounds on foot or in a radio equipped vehicle to provide protection and deterrent against vandalism, burglary, arson, trespassing and theft. *E*
5. Be available and respond promptly and professionally while on-call, maintain radio communication with District SCC, respond to dispatch calls and/or hotline calls for assistance from staff and public. *E*
6. Maintain orderly control of crowds, intervene in emergency or potentially critical situations; diffuse potentially volatile situations and direct students, staff, and/or the public to refrain from such conduct. *E*
7. Prepare and maintain a variety of records and create security reports; report violations of safety regulations; conduct preliminary investigations to complete reports from property loss, theft, safety incidents, hazards or damage; operate alarm systems; collect and preserve evidence pertaining to criminal activity for presentation to appropriate prosecuting authorities, and/or appropriate staff or agencies. *E*
8. Answer phone calls and relay call center data to patrol staff and determine if the services of law enforcement are required. *E*
9. Utilize security camera information in a lawful manner for safety and to protect District facilities. *E*
10. Interact with and assist District staff, law enforcement, emergency personnel, community professionals and other agencies in handling emergencies or disruptive situations. *E*
11. Assist students, staff, or the public with directions and secure proper identification. Intercept unauthorized visitors and escort them to the appropriate department, area or off campus. *E*
12. Provide written and oral reports, briefings, or summaries to Security Department Head or designee; investigate and report any discipline infractions, unauthorized visitors, and acts of vandalism to the appropriate agency personnel and/or District administration. *E*
13. Notify District administration and/or appropriate agency personnel of any emergency, potentially dangerous or unusual situations. *E*
14. Notify District administration and/or appropriate agency personnel of evidence of substance abuse, child abuse, child neglect, severe medical or social conditions, potential suicide or individuals appearing to be under the influence of alcohol, controlled substances, anabolic steroids or any mandated requirement. *E*

SECURITY PATROL/CALL CENTER TECHNICIAN (continued)

15. Participate in appropriate in-service training, workshop programs and other meetings as assigned. *E*
16. Protect confidentiality of records and information related to students, staff and investigation and adhere to applicable regulations and laws when sharing information. *E*
17. Adhere to and enforce applicable federal statutes and regulations, California law, State Education Code rules and regulations, Board of Education policies and procedures and contractual obligations. *E*
18. Prevent illegal parking, tampering with vehicles and loitering in school parking lots according to established procedures. *E*
19. Utilize technology to input, create, maintain, or update records, reports, or other related information. *E*
20. Communicate with District staff and/or appropriate agency personnel to receive and exchange information related to safety, vandalism, crimes, investigations, repairs, school activities and safety issues; contract parents to coordinate the release of juveniles; serve as a witness in student conferences, disciplinary hearings/proceedings; testify in court and hearings as needed. *E*
21. Operate a District vehicle and report needed maintenance and complete required reports. *E*
22. Maintain participation in the CA DMV Assessment System/Automatic Pull Program. *E*
23. Operate a variety of security and safety equipment including, but not limited to, handcuffs, batons, hand-held radios and pepper spray. *E*
24. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
25. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

QUALIFICATIONS

Knowledge/Ability

Minimum Requirements:

- Knowledge of investigative techniques and procedures.
- Knowledge of safety measures and procedures.
- Knowledge of crowd control procedures.
- Knowledge of report writing.
- Knowledge of laws, regulations, policies, and procedures related to assigned duties.
- Knowledge of interpersonal skills sufficient to deal with normal and possibly confrontational situations.
- Ability to diffuse situations calmly and with authority and react appropriately in unusual or emergency situations.
- Ability to exercise strict confidentiality of campus and student issues.
- Ability to deal tactfully and diplomatically with students and general public.
- Ability to understand and follow oral and written directions.
- Ability to work cooperatively with students, the general public, district personnel and law enforcement agencies with poise and consistency.
- Ability to acquire and maintain related certifications.
- Ability to meet state and district standards of professional conduct as outlined in Board Policy.

Desirable Requirements:

- Knowledge of California Education Code, California Penal Code, and school and district conduct code and rules related to assigned duties.
- Knowledge of operation of a two-way radio system and radio communication procedures.
- Knowledge of basic first aid, CPR and safety practices.
- Knowledge of health and safety regulations.
- Ability to learn rapidly and apply the laws of arrest and the school regulations.

SECURITY PATROL/CALL CENTER TECHNICIAN (continued)

Experience

Minimum Requirement:

Two (2) years experience as a public or private safety, security or law enforcement officer.

Desirable Requirement:

Three years experience as a security or law enforcement officer and show evidence of successful experience working with students.

Education

Minimum Requirement:

High school diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.

License(s)/Certificate(s)/Permit(s)

Valid California Driver's License – Class C.

Possession of or ability to maintain a BSIS Guard Card, Firearms Familiarization Course, BSIS Baton and Chemical Agent Certification, Handcuffing and Control Hold Course, SB 1626 Course, Drug/Alcohol Recognition Certification within one year of employment. CPR and First Aid certifications required within one year of employment.

Successful completion of a background investigation comparable to the P.O.S.T guidelines for similar positions.

Must provide a DMV printout within five (5) work days of offer of employment.

Physical Characteristics:

With or without the use of aids:

Sufficient vision to read small print.

Sufficient hearing to hear normal and telephone conversations.

Sufficient hearing to follow directions.

Ability to speak in a voice that can be clearly heard and understood on the telephone and in face-to-face conversations.

Sufficient dexterity to use hands and fingers to print or write legibly, operate telephone, computers, safety equipment, tools and/or controls.

Sufficient lower body strength, stamina and mobility to sit, stand, kneel, walk, stoop, squat, bend and extend legs for prolonged periods of time.

Sufficient physical ability to intervene in altercations and to detain students, staff or intruders.

Sufficient physical ability, strength, balance, mobility and stamina to climb stairs..

Sufficient physical ability, strength, mobility and stamina to drive a vehicle.

Sufficient physical ability to reach horizontally and vertically with arms.

Sufficient physical ability, strength, mobility, and stamina to lift, carry, push or pull objects which may frequently exceed 100 pounds.

Sufficient physical ability, strength, mobility and stamina to carry out job duties in hot, cold, and inclement weather conditions.

Pre-Employment Examination

A physical and tuberculosis examination is required as a condition of employment.

Examination shall be administered by a District provider and be at the District's expense.

Individuals must evidence ability to perform physical requirements of position and test negative for tuberculosis.

REPORTS TO

Senior Director, Maintenance and Operations or designee

Cabinet Approved: 6/6/17

Unit Approved: 11/15/17

Board Approved: 12/11/17