**COMMUNITY COLLEGES OF SPOKANE
invites applications for the position of:**

Program Assistant - OCS

SALARY: $2,799.00 Monthly

OPENING DATE: 08/18/21

CLOSING DATE: 09/07/21 04:00 PM

DESCRIPTION:

CCS District Equity Statement
CCS believes that access to high-quality education in a safe and inclusive environment is the right of all individuals and imperative for the continued advancement of a strong democracy and workforce. We also believe higher education institutions have an obligation to work toward and demonstrate progress in ensuring equity amongst their students, faculty, and staff. Equity is grounded in the principle of fairness. In higher education, equity refers to ensuring that each student receives what they need to be successful through the intentional design of the college experience.

Spokane Community College (SCC) is a beautiful campus set along the Spokane River and near the urban city center of Spokane. Spokane is a mid-sized city in the inland Pacific Northwest with a high quality of life and quick access to the outdoors. In addition to the 148-acre main campus in Spokane, SCC serves over 10,000 square miles in eastern Washington including educational centers in Colville, Newport, Inchelium, and Republic. More information about relocating to/living in Spokane is available here: http://ccs.spokane.edu/Working-for-Us/Relocation-and-Living-in-Spokane.

SCC is one of two accredited community colleges that comprise the Community Colleges of Spokane. Serving about 22,000 students, SCC is an educational leader and responsive partner with the community and region to provide access to relevant programs of the highest quality. Offering state-of-the-art career technical programs (approximately 50% of total enrollment) as well as liberal arts/transfer programs (about 25%) and basic education for adults (about 25%), SCC's comprehensive opportunities transform lives and enrich our communities. As a college we are collectively committed to the work that embraces diversity, promotes equity, and fosters inclusion and global awareness at every level of our college.

Please be aware that this recruitment closes at 4:00 p.m. PST. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.

The Community Colleges of Spokane is seeking a highly motivated and qualified individual for the position of Program Assistant in the Office of Campus Safety.

GENERAL DEFINITION
Reporting to the Director of Security and under general supervision, perform work using knowledge and experience specific to the Office of Campus Safety (OCS). The OCS Assistant will exercise independent judgment in interpreting and applying Community Colleges of Spokane (CCS) rules and regulations. They will independently advise students, staff, program participants and/or the public regarding program content, policies, procedures, and activities. The OCS is comprised of full operational and management of security operations, parking operations and emergency management across all the CCS District service area.
CHARACTERISTIC DUTIES AND RESPONSIBILITIES
- Provide information and advice to students, faculty, staff, and members of the public on OCS

operational matters; maintain a calm, polite, positive, and professional demeanor while communicating with all community members. *

- Interact with local fire, police, and other emergency responders in a complete and concise manner, ensuring a prompt and appropriate response. Provide dispatch and clerical support to the Emergency Management team during critical incidents. *
- Document security service requests and progress in the OCS electronic dispatch management system and maintain shift logs of all incoming emergency number calls. *
- Interpret CCS parking and traffic regulations and advise students, faculty, staff, and members of the public on the same. *
- Maintain awareness of lock, unlock, and building access protocols for various locations. *
- Compose correspondence, printed materials, and/or news releases to program policies, procedures, and operations; edit materials for accuracy, appearance, readability and style. *
- Coordinate arrangements for OCS activities such as meetings, conferences, etc. *
- Order, receive and maintain inventory for the OCS. *
- Serve as backup for the CCS parking management by:
  - Oversee collection and management of various fees and fines relating to parking, campus compliance and transportation. Coordinate related revenue collection districtwide, following all security and cash handling policies and procedures; maintain necessary data as it relates to parking citations for both campuses. Process citation appeals and schedule appeal boards, as necessary. *
  - Authorize and enter parking related fiscal transactions; compile and prepare periodic fiscal reports; assist higher-level fiscal personnel with summary information; review and verify fiscal reports for accuracy; investigate and correct errors to ensure compliance with established procedures and policies. *
  - Maintain the district's parking enforcement and dispatch software to include overseeing and coordinating system upgrades and working with vendors to correct errors. Train users regarding software and operations. Mitigate any software performance issues by collaborating with the vendor. *
- Serve as backup for the CCS dispatch by:
  - Receiving incoming calls for the OCS and obtaining vital information relevant to the request of the call; select and apply appropriate protocols and scripts to determine call priority and dispatch or direct calls to appropriate personnel. *
  - Simultaneously receive and transmit detailed call information to security officers; maintain status and awareness of security officer locations; monitor message traffic and relay information to officers/emergency responders. *
- Perform clerical support work to include but not limited to: Clery Report distribution; update website; reconcile receipts, p-card statements, invoices, and expense reports; and maintain emergency contact lists, mailing lists and prepare correspondence for mass mailing. Process travel and trainings. Screen, prioritize, and distribute mail. Prepare purchase requisitions and perform related office support duties. *
- Model professional decorum and mutual respect in all personal interactions. *
- Complies with district policy, procedures and directives, state and federal regulations, orders and statute and collective bargaining agreements. *
- Support and advance the CCS strategic plan, and perform other duties as assigned. *

Indicates this is an essential duty.

This position is designated a bargaining unit position and union membership is no longer a condition of employment.

COMPETENCIES & OTHER REQUIREMENTS:

REQUIRED COMPETENCIES (MINIMUM QUALIFICATIONS)

- Two (2) years of related experience in parking enforcement, software administration, dispatching, clerical work, or related field.
- Ability to exercise critical thinking and sound judgment to facilitate communications to CCS Security personnel, Emergency Management personnel and external emergency services.

- Ability to respond to emergency situations in a calm and efficient manner.
- Ability to maintain confidential information.
- Conflict resolution skills necessary to successfully de-escalate situations as needed.
- Ability to interact in a culturally competent and inclusive manner with all levels of employees and members of the community.
- Ability to become proficient in parking enforcement, dispatch and parking software principles and practices.
- Ability to use computers, spreadsheets, database, and word processing software used in an office environment. Experience using multi-line telephone systems.
- Ability to organize, draft and present both analytical and observational data into concise and clear reports and present before diverse audiences.
- Excellent interpersonal, oral, and written communication skills.
- Ability to effectively organize multiple work assignments, involving competing priorities, to produce work products that are accurate, of high quality and meet deadlines.
- Ability to understand, read, write, and speak English clearly, follow written and oral instructions, and compose log entries and written reports concisely and accurately.
- Acceptance of the responsibility to promote the welfare and best interests of students at all times.
- A demonstrable understanding and acceptance of the mission, values, goals, objectives and strategic plan of CCS.
- The ability to perform assigned duties in a manner consistent with applicable laws, regulations and goals of the institution, and community and technical college system.
- Demonstrated commitment to fostering and supporting a teaching, learning and working environment that honors diversity, equity and inclusion.

PREFERRED COMPETENCIES (DESIRED QUALIFICATIONS)
- Associate degree or higher in criminal justice, public administration, or a related field from an accredited institution.
- Experience in a higher education environment.
- Knowledge of parking enforcement, dispatch console, and incident management software.
- Experience with dispatch systems/protocol, multi-channel radios, console computer terminals and multi-line telephones.
- Dispatch security, fire, and medical resource experience.
- Experience with emergency management.

CONDITIONS/TERMS OF EMPLOYMENT:

TOTAL COMPENSATION: $48,454.
Total compensation is an **estimate** based upon adding the following amounts together:
- Base compensation, **plus**
- Current employer-paid health and related benefit contribution rates, **plus**
- Median retirement fund contributions.

The actual total will vary depending upon each employee's enrollment choices.

Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the District to sponsor an H1-B visa.   In addition, the Community Colleges of Spokane maintains a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and promote a multicultural work and education environment. *Prior to a new hire, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position.* Once an applicant is chosen for an interview, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.

PHYSICAL REQUIREMENTS
- Work is performed in a normal, temperature-controlled office environment.
- Work is sedentary in nature.
- Frequent use of computer and exposure to terminal screens.
- Visual focus and strain.
- Work directly with students/clients.
- Work involves constant interruptions and requirement to answer on demand questions by phone, in person, or electronically.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Requires communication ability necessary to understand instructions and recognize hazardous, unsafe or poisonous materials and/or products.

CONDITIONS OF EMPLOYMENT
- Full-time schedule (12-months, 40-hours a week).
- 6-month probationary period; may be extended up to 12 months.
- This position is overtime eligible.
- Requires local or regional travel. If using personal vehicle proof of driver's license and car insurance required.
- Criminal background check required.

REQUIRED APPLICATION MATERIALS:

To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:
- CCS online application.
- Cover letter addressing your qualifications as applied to the responsibilities of this position. *
- Comprehensive resume. *
- Names, addresses, and telephone numbers of three professional references.*
- College transcript(s) if applicable - unofficial/copies of transcripts are acceptable for initial application, official copies must be submitted upon acceptance of job offer.

NOTE: All of the above are required to ensure your consideration for this position. **The item(s) marked with an asterisk are required attachments to your application prior to submission.** If you require an accommodation during the application or interview process, please contact HR at CCS.recruiter@ccs.spokane.edu

Community Colleges of Spokane does not discriminate in its programs, activities and employment on the basis of race, creed, color, religion, national or ethnic origin, age, sex, marital status, pregnancy, parental status or families with children, status as a mother breastfeeding her child, AIDS/HIV or hepatitis C, honorably discharged veteran status, sexual orientation, gender identity or expression, disability, use of trained guide dog or service animal by a person with disability, genetic information or any other legally protected category. Please direct all inquiries regarding compliance with access, equal opportunity and/or grievances to the Chief Administration Officer, Community Colleges of Spokane, 501 N. Riverpoint Blvd., PO Box 6000, MS 1004, Spokane WA 99217-6000 or call 509-434-5037; WA Telecommunication Relay Services (TRS) 1-800-833-6384 or 7-1-1.

Native Land Acknowledgement
We are honored to acknowledge that the Community Colleges of Spokane, and our main campuses for Spokane Falls and Spokane Community College, are located on the traditional and sacred homelands of the Spokane Tribe. We also provide services in a region that includes the traditional and sacred homelands of the Confederated Tribes of the Colville Reservation and the Kalispel Tribe. The CCS Pullman Center operates on the WSU campus and is located on the ancestral homelands of the Palus people and on the ceded lands of the Nimíipuu (Nez Perce) Tribe.

We pay our respect to tribal elders both past and present as well as to all indigenous people today. This land holds their cultural DNA and we are honored and grateful to be here on their traditional lands. We give thanks to the legacy of the original people and their descendants and pledge to honor their stewardship and values.

APPLICATIONS MUST BE FILED ONLINE AT:
http://ccs.spokane.edu

CCS HUMAN RESOURCES OFFICE IS LOCATED AT:
501 N Riverpoint Blvd, Suite 125
Spokane, WA 99217
509-434-5040

ccsrecruiter@ccs.spokane.edu

Position #2021198b
PROGRAM ASSISTANT - OCS
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Program Assistant - OCS Supplemental Questionnaire

* 1. Do you have two (2) or more years of related experience in parking enforcement, software administration, dispatch, clerical work, or related field?

   ❏ Yes   ❏ No

* 2. Do you have an associate degree or higher in criminal justice, public administration, or a related field from an accredited institution?

   ❏ Yes   ❏ No

* 3. Please describe your mix of education and experience that demonstrates you meet all the competency requirements for this position.

* Required Question