



PEPPERDINE UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY
STUDENT SERVICE OFFICER
JOB DESCRIPTION

Position: **Student Service Officer**

Rate of Pay: **\$10.50/hour**

Reports to: **Student Service Division Manager and Watch Commander**

Position Overview

Student Service Officers are uniformed members of the Department of Public Safety who perform a variety of support functions. Student Service Officers operate marked patrol vehicles, staff campus entrance booths, provide medical and security escorts, enforce parking laws and regulations, support office administration, and complete other tasks as assigned. This is a student leadership role that requires outstanding customer service acumen, dependability, good judgment, and professional maturity.

Qualifications

- Enrolled as a student at Pepperdine University
- Hold and be able to maintain a 2.5 Cumulative GPA
- Not currently on University Probation
- Possess a valid driver's license
- Clean driving, criminal, and University Community Standards record
- Respect for the University and Department of Public Safety mission

General Duties

- **Security and Medical Escorts:** Provide escorts for individuals with mobility or security concerns in a marked patrol car, an electric cart, or on foot.
- **Booth Operations:** Greet visitors and community members at campus entrance booths, providing front-line customer service, issuing parking passes, giving directions, screening for security concerns, and enforcing University policies as required.
- **Parking Enforcement:** Enforce California and University parking laws/regulations, issue warnings and citations, and coordinate vehicle immobilizations and relocations.
- **Front Office:** Answer phones, distribute parking permits, record lost and found property, and solve customer service-based problems in the Public Safety office.
- **Fire/Life Safety:** Support department fire and life safety operations, including administrative and inspection duties, and receive training in these areas.
- **Motor Unit Support:** Wash and inspect patrol cars to ensure a professional image.
- **Special Events:** Provide traffic and crowd control, talent security, medical escorts, and other security services at concerts, graduations, sports games, and community days.
- **Crime Prevention:** Patrol campus for crimes and other hazards, reporting observation to dispatch for additional handling if needed.
- **Emergency Response:** All SSOs are considered critical incident responders and may be recalled to duty in the event of a serious emergency or threat to the campus community.