The California State University  
Office of the Chancellor  
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Long Beach, CA 90802-4210  
(562) 951-4411

Date: October 30, 2000  
To: CSU Presidents  
From: Jackie R. McClain  
Vice Chancellor  
Human Resources  
Subject: New CSEA Classifications: Public Affairs, Media & Arts and Public Safety Support Classifications

Human Resources is pleased to distribute the new classification and qualification standards for the Public Affairs, Media and Arts and Public Safety Support classifications. The classification standards were updated and revised to better reflect actual work performed on campuses and to acknowledge integration of technology into these classifications. The new classification standards outline a broader range of work than the current classifications and skill levels are defined within each classification. Skill level placement is based on the nature of work and the knowledge and skills required to perform that level of work.

Additionally, the salary ranges have been broadened to recognize position and employee contribution and growth.

The following classifications have been updated and new classification codes have been assigned as follows:

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<table>
<thead>
<tr>
<th>Public Affairs, Media and Arts Classifications</th>
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</thead>
<tbody>
<tr>
<td><strong>Class Codes</strong></td>
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<tr>
<td>-----------------</td>
</tr>
<tr>
<td>0800 - 0802</td>
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<tr>
<td>0810 - 0812</td>
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<tr>
<td>0820 - 0822</td>
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<tr>
<td>0830 - 0832</td>
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<tr>
<td>0840 - 0842</td>
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<tr>
<td>0850 - 0852</td>
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<tr>
<td>0860 - 0862</td>
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</tbody>
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Distribution: (All with Attachments)  
Vice Presidents, Administration  
Associate Vice Presidents/Deans of Faculty  
Human Resources Directors  
Employee Relations Designees  
Public Affairs Directors  
Police Chiefs
### Public Safety Support Classifications

<table>
<thead>
<tr>
<th>Class Codes</th>
<th>Unit</th>
<th>Title</th>
<th>Skill Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>8800 - 8802</td>
<td>7</td>
<td>Police Dispatcher</td>
<td>2</td>
</tr>
<tr>
<td>8810 - 8812</td>
<td>7</td>
<td>Parking Officer</td>
<td>2</td>
</tr>
<tr>
<td>8820 - 8822</td>
<td>7</td>
<td>Community Service Specialist</td>
<td>2</td>
</tr>
<tr>
<td>8830 - 8832</td>
<td>9</td>
<td>Fire Apparatus Engineer</td>
<td>None</td>
</tr>
</tbody>
</table>

These classifications and their respective salary ranges will be implemented according to the Implementation Road Map in Attachment A. These changes will be effective December 1, 2000. Implementation instructions will be sent in a future technical memorandum.

The following attachments are provided for your reference:

- Implementation Road Map (Attachment A)
- Updated Classification Standards for Public Affairs, Media and Arts (Attachment B)
- Updated Classification Standards for Public Safety Support (Attachment C)

This memorandum can also be found on Human Resources Administration’s web site at: http://www.calstate.edu/hr/HR-Admin/memos.html. Questions regarding these classification standards can be directed to Gina Caywood at (562) 951-4416. Thank you.

JRM:C/gc
<table>
<thead>
<tr>
<th>CURRENT CLASSIFICATIONS &amp; SALARY RANGES as of 7/1/2000</th>
<th>NEW CLASSIFICATIONS/LEVELS &amp; SALARY RANGES as of 12/1/2000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit 7</strong></td>
<td></td>
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<tr>
<td>1160 – Editorial Aid</td>
<td></td>
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<tr>
<td>Salary Range: $2,539 - $3,313</td>
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<tr>
<td><strong>Unit 8</strong></td>
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<tr>
<td>5597 – Public Affairs Asst I</td>
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<tr>
<td>Salary Range: $2,578 - $3,783</td>
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<tr>
<td><strong>Unit 9</strong></td>
<td></td>
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<tr>
<td>5598 – Public Affairs Asst II</td>
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<tr>
<td>Salary Range: $3,287 - $4,346</td>
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<tr>
<td><strong>New Level – No employees will convert to this level</strong></td>
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<tr>
<td><strong>Unit 9</strong></td>
<td></td>
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<tr>
<td>7125 – Media Prod Specialist I</td>
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<tr>
<td>Salary Range: $2,704 - $3,562</td>
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<tr>
<td>2845 – Photographer I</td>
<td></td>
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<tr>
<td>Salary Range: $2,939 - $3,886</td>
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</tr>
<tr>
<td><strong>Unit 9</strong></td>
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<tr>
<td>7126 – Media Prod Specialist II</td>
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<tr>
<td>Salary Range: $3,238 - $4,284</td>
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<tr>
<td>2844 – Photographer II</td>
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<tr>
<td>Salary Range: $3,376 - $4,470</td>
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<tr>
<td><strong>Unit 9</strong></td>
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<tr>
<td>7127 – Media Prod Specialist III</td>
<td></td>
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<tr>
<td>Salary Range: $3,719 - $4,930</td>
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<tr>
<td><strong>Unit 9</strong></td>
<td></td>
</tr>
<tr>
<td>2929 – Graphic Artist I</td>
<td></td>
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<tr>
<td>Salary Range: $2,995 - $3,960</td>
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<tr>
<td><strong>Unit 9</strong></td>
<td></td>
</tr>
<tr>
<td>2930 – Graphic Artist II</td>
<td></td>
</tr>
<tr>
<td>Salary Range: $3,440 - $4,555</td>
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<tr>
<td><strong>New Level – No employees will convert to this level.</strong></td>
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</tbody>
</table>

*Note: Separate class codes denote twelve, eleven and ten month pay plans for each new classification.*
### CSEA Public Affairs/Media/Arts Classification Study
#### IMPLEMENTATION ROAD MAP

<table>
<thead>
<tr>
<th>CURRENT CLASSIFICATIONS &amp; SALARY RANGES as of 7/1/2000</th>
<th>NEW CLASSIFICATIONS/LEVELS &amp; SALARY RANGES as of 12/1/2000</th>
</tr>
</thead>
</table>
| **Unit 7** 1413 – Graphic Specialist I  
Salary Range: $2,315 - $3,016 | Desktop Publishing/Graphic Specialist, Level I  
Salary Range: $2,152 - $3,228 |
| **Unit 7** 1414 – Graphics Specialist II  
Salary Range: $2,504 - $3,279  
1415 – Lead Graphics Specialist  
Salary Range: $2,504 - $3,279 | Desktop Publishing/Graphic Specialist, Level II  
Salary Range: $2,385 - $3,500 |
| **Unit 9** 6514 – Costume Technician I  
Salary Range: $2,910 - $3,833  
6508 – Stage Technician I  
Salary Range: $2,956 - $3,906 | Performing Arts Technician, Level I  
Salary Range: $2,788 - $4,015 |
| **Unit 9** 6515 – Costume Technician II  
Salary Range: $3,181 - $4,204  
6507 – Stage Technician II  
Salary Range: $3,238 - $4,284 | Performing Arts Technician, Level II  
Salary Range: $3,018 - $4,527 |
| **Unit 9** New Level – No employees will convert to this level | Performing Arts Technician, Level III  
Salary Range: $3,215 - $4,822 |
| **Unit 9** 6918 – Television Engineer  
Salary Range: $4,479 - $5,947 | Broadcast Engineer  
Salary Range: $4,266 - $5,972 |
| **Unit 7** 2935 – Slide Curator I  
Salary Range: $2,853 - $3,754 | Visual Resource Specialist, Level I  
Salary Range: $2,641 - $3,966 |
| **Unit 7** 2936 – Slide Curator II  
Salary Range: $3,259 - $4,309 | Visual Resource Specialist, Level II  
Salary Range: $3,018 - $4,527 |

*Note: Separate class codes denote twelve, eleven and ten month pay plans for each new classification.*
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<thead>
<tr>
<th>CURRENT CLASSIFICATIONS &amp; SALARY RANGES as of 7/1/2000</th>
<th>NEW CLASSIFICATIONS/LEVELS &amp; SALARY RANGES as of 12/1/2000</th>
</tr>
</thead>
<tbody>
<tr>
<td><em><em>CLASSIFICATION 1 (8800 – 8802</em>)</em>*</td>
<td></td>
</tr>
<tr>
<td>Unit 7</td>
<td></td>
</tr>
<tr>
<td>8349 – Public Safety Dispatcher</td>
<td>Police Dispatcher, Level I</td>
</tr>
<tr>
<td>Salary Range: $2,757 - $3,591</td>
<td>Salary Range: $2,600 - $3,700</td>
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<tr>
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<tr>
<td>New Level - For lead/senior dispatchers. No employees will convert to this level.</td>
<td>Police Dispatcher, Level II Salary Range: $2,950 - $4,425</td>
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<tr>
<td><em><em>CLASSIFICATION 2 (8810 – 8812</em>)</em>*</td>
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<tr>
<td>Unit 7</td>
<td></td>
</tr>
<tr>
<td>8351 – Parking Officer</td>
<td>Parking Officer, Level I</td>
</tr>
<tr>
<td>Salary Range: $2,344 - $3,051</td>
<td>Salary Range: $2,152 - $3,228</td>
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</tr>
<tr>
<td><em><em>CLASSIFICATION 3 (8820 – 8822</em>)</em>*</td>
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<tr>
<td>Unit 7</td>
<td></td>
</tr>
<tr>
<td>8352 – Campus Guard</td>
<td>Community Service Specialist, Level I</td>
</tr>
<tr>
<td>Salary Range: $2,344 - $3,051</td>
<td>Salary Range: $2,152 - $3,228</td>
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<tr>
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<tr>
<td>New Level - No employees will convert to this level.</td>
<td>Community Service Specialist, Level II</td>
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<tr>
<td></td>
<td>Salary Range: $2,413 - $3,500</td>
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<tr>
<td><em><em>CLASSIFICATION 4 (8830 – 8832</em>)</em>*</td>
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<tr>
<td>Unit 9</td>
<td></td>
</tr>
<tr>
<td>8980 – Campus Fire Apparatus Engineer</td>
<td>Fire Apparatus Engineer</td>
</tr>
<tr>
<td>Salary Range: $3,149 - $4,164</td>
<td>Salary Range: $2,999 - $4,360</td>
</tr>
<tr>
<td>8981 – Sup Campus Fire App Engineer</td>
<td></td>
</tr>
<tr>
<td>Salary Range: $3,452 - $4,573</td>
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</tr>
</tbody>
</table>

*Note: Separate class codes denote twelve, eleven and ten month pay plans for each new classification.*
ATTACHMENT B

CLASSIFICATION STANDARDS

For

Public Affairs, Media and Arts Classifications
Public Affairs/Communications Specialist

Class Codes: 0800 - 0802
Date Established: 12/01/00

OVERVIEW:
The Public Affairs/Communications Specialist is a broad classification with three position skill levels. Positions in this classification have varying levels of responsibility for carrying out the communications, public affairs and/or marketing programs of the university. Incumbents are involved directly in developing, writing, and/or editing a variety of print or electronically-based communication materials, as well as coordinating related public affairs, media, community relations, and marketing activities. Incumbents are responsible for developing and maintaining relationships with relevant internal and external constituents to ensure that the public receives relevant, timely, and positive information about the university and its programs. Additionally, incumbents may be assigned specific responsibilities relative to the ongoing management of communication materials on the campus web-site.

**Position Skill Level I** - Incumbents at this level typically perform standard and straightforward assignments related to writing and editing communication pieces, public affairs, media relations, marketing and related research, and/or sports information. The focus of the work is on implementing communication and related plans using pre-established concepts and specifications. Incumbents also assist higher level employees or a variety of communications/marketing projects.

**Position Skill Level II** - Incumbents at this level work independently on a broader range of projects involving the execution of public affairs, media relations, publications, marketing, and/or sports information programs. The work at this level is more complex, broader in scope and has significant impact on the success of the project or program. Incumbents must have thorough knowledge of the program and applicable communications techniques, be able to work fairly autonomously, and exercise sound judgment and discretion in the completion of assignments and projects. The work involves daily contact with university management, members of the media, and other key constituencies.

**Position Skill Level III** - Incumbents at this level serve a more strategic role in developing communication, marketing, and public affairs plans to support long-term objectives and to increase the visibility of the university. Incumbents may be responsible for coordinating the daily operation of a public affairs, alumni affairs or related program. Incumbents have the highest level of contact with university management and the media and respond to immediate requests when the department head is not available. The work requires a comprehensive and in-depth knowledge of marketing and communications theory and media vehicles.

CORE AREAS:
The Public Affairs/Communications Specialist classification may be focused in one or more of the following core areas. The work examples included here are not meant to be all inclusive or indicate a specific level within the classification; rather, they are examples that illustrate the variety of activities that may fall into each core area.

**Public Affairs** - Coordinating the public affairs program on the campus; advising university management and faculty on public affairs policies; writing public service announcements and press releases; drafting speeches; assessing the public relations impact of campus events and activities; establishing and implementing public information systems; creating liaisons with community and/or governmental agencies and organizations; serving as an internal liaison for such programs as alumni affairs and parent organizations; and coordinating or participating in key public events including those related to fund-raising and development.
Communications Development - Writing, editing, and proofreading copy to produce standard print or electronically based communications for targeted internal and external audiences; collaborating with designers, photographers, faculty and others on the theme, design and content of print, electronic and web-based publications to maximize impact; participating in the ongoing management of the campus web-site; and developing, researching and positioning stories including conducting interviews and creating story content and layout.

Media Relations - Promoting and publicizing institutional activities and programs to the media; capitalizing on media opportunities by identifying potentially newsworthy topics; determining strategic placement of information in the media; preparing and disseminating information and news stories to the media; coordinating media relations for trade shows and other events; assisting in the coordination of media briefings; acting as a university representative and/or spokesperson for media contacts; cultivating media relationships; advising faculty and staff on media interviews; and setting up speakers’ bureaus.

Programmatic/Institutional Marketing - Developing strategies to promote the image of the university and/or programs by using market research data to determine the most effective techniques and approaches for reaching target audiences; identifying the needs and interests of various constituent groups; translating the results of research into strategic communication efforts including selecting the best medium to achieve goals; creating marketing programs to better position the university to achieve its goals; and overseeing telemarketing outreach functions.

Athletics Marketing and Promotion - Promoting and publicizing the intercollegiate athletics program through written publications and other media; cultivating corporate sponsorships and developing corporate marketing packages; representing the athletics program to the media; advising intercollegiate athletes and coaches at press conferences or other events; managing and coordinating electronic and print media to market sports events; coordinating sports promotions with student groups; and coordinating athletic events including setting up the press box and overseeing the collection and verification of sports statistics.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires knowledge of the fundamentals of public affairs and/or media relations, and/or some exposure to marketing and marketing research. This background normally is obtained through a college degree, which includes relevant coursework in the field, and up to two years of related professional or technical experience. In addition, strong written and verbal communication skills with a solid foundation in grammar, spelling, and the composition of various communication vehicles are essential to initial entry to this classification.

POSITION SKILL LEVELS:
Three position skill levels are defined within this classification denoting a progression of responsibility, knowledge, and skill requirements. Progression from a lower to a higher skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability for work results; judgment and discretion required by the position; problem solving and analytical skills required; level of creativity and ingenuity required by the work; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee’s demonstrated and applied skills and abilities.
POSITION SKILL LEVEL 1

Typical nature of work assignments:

- Performance of a variety of administrative, technical and analytical duties of moderate complexity related to day-to-day communications activities to promote the objectives and programs of the university.
- Day-to-day work is performed under general supervision, with specific instructions for new assignments.
- Typically not fully accountable for final work results or products. More experienced staff members review highly visible work.
- Assignments require the use of some judgment, but standard procedures and protocols are usually followed.
- Work requires some innovation, as required, to identify story opportunities, to develop an angle for written or other communications pieces, or to assist in developing campaigns.
- Focus is on own work assignments rather than lead work direction to others, but work may involve providing training to less experienced staff.

Typical knowledge and skill requirements:

- Foundation knowledge of general practices, methods and procedures related to public affairs, media relations, marketing, and/or sports information. Ability to keep abreast of public policy and public affairs issues.
- Working knowledge of protocols and institutional etiquette related to public and media relations.
- Basic knowledge and understanding of media outlets including print, television, and radio. Ability to work with the media for the coverage of events.
- Basic knowledge of market research and related techniques. Working knowledge of summary statistics as they relate to research or sports information.
- Basic knowledge of applicable copyright and other laws pertaining to written materials, news media and confidentiality.
- Working knowledge of applicable software packages.
- Knowledge of basic web communication techniques, vehicles and formats.
- Strong writing and editing skills to quickly produce clear and concise standard documents for internal and external publication.
- Ability to appropriately handle sensitive and confidential information.
- Strong interpersonal skills to develop and maintain relationships within the university and community and with the media.
POSITION SKILL LEVEL II

Typical nature of work assignments:

- Independent performance of specialized or varied communication assignments related to public affairs, media relations, publications development, marketing and research, and/or athletics marketing. Work is more complex, broader in scope, and has significant impact on the success of a project/campaign. Frequently serves as a media spokesperson and/or senior editor.
- Often accountable for smaller programs/projects or a major portion of a larger program/project. May provide project leadership to less experienced staff.
- Work is performed fairly autonomously under general supervision and requires regularly exercising judgment and discretion to interpret policies and procedures and objectives. Work is reviewed for soundness of judgment.
- Ingenuity is used to develop communication themes, concepts and ideas and to determine methods to achieve goals.
- Work involves frequent contact with university management, faculty and staff.
- Work involves regular contact with outside agencies and constituencies. Often represents the university in routine media contacts. Conducts media outreach to build relationships and university credibility with the media.
- May provide lead work direction to less senior staff including assisting in the selection process and making and reviewing work assignments.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- Working knowledge of and ability to apply standard theories, practices, principles and techniques related to communications in the public affairs, media, marketing, and/or sports information areas.
- Thorough knowledge of and ability to use effectively media outlets including planning media coverage and media publicity campaigns for the university and events.
- Ability to build and manage more sophisticated media contacts.
- Demonstrated ability to keep abreast of campus events and subject matter expertise in relation to current events to identify and capitalize on media opportunities that will promote the university and increase positive media coverage.
- Working knowledge of copyright and other applicable laws pertaining to publications and the media.
- Thorough knowledge of web communication techniques, vehicles, and formats. Ability to effectively use web technology to achieve communication goals.
- Ability to analyze and select pertinent facts and integrate them into communication vehicles.
- Strong story development and journalistic writing skills, as well as advanced editorial skills. Knowledge of interview techniques and the ability to define and deliver media messages.
- Working knowledge of marketing and research techniques and methods. Ability to apply market research to identify communication needs and target audiences.
- Ability to apply appropriate statistical techniques and methods to research or sports information.
- Exceptional interpersonal skills, including strong public speaking, listening, and interpretive skills.
- Ability to provide lead work direction.
POSITION SKILL LEVEL III

Typical nature of work assignments:

✦ Development, planning and execution of communication, public affairs and media programs and plans including research, identification of objectives, development of themes and concepts, and overseeing creation of content and communication materials.

✦ Focus of work is on marketing and positioning the university to meet strategic and long-term objectives.

✦ Work is performed under general direction and is reviewed against goals and objectives. Often serves as official spokesperson in absence of department head.

✦ Considerable judgment and discretion are exercised in developing strategic plans and interpreting policies.

✦ Appreciable ingenuity is used to conceive of communication strategies and develop communication concepts, ideas and campaigns.

✦ Serves as a prime contact for internal and external constituents and handles more sensitive and complex media contacts. Advises management on the handling of media issues.

✦ May have responsibility for day-to-day operations including providing lead work direction to staff.

In addition to Position Skill Level I and II knowledge and skill requirements, work assignments typically require:

✦ Comprehensive and in-depth knowledge of communication, public affairs, media and/or marketing theories and concepts in order to develop and execute communication strategies and plans to promote and position the university.

✦ Expert knowledge of university communication objectives and ability to translate them into effective communication and media campaigns.

✦ Ability to understand issues from a broad, strategic perspective.

✦ Thorough knowledge of applicable copyright and other laws pertaining to publications and the news media.

✦ Ability to effectively manage media relations and apply effective media strategies and techniques.

✦ Demonstrated ability to market story concepts to university officials and media outlets.

✦ Comprehensive knowledge of marketing and research techniques and methods. Ability to use market research to enhance the impact of communication strategies and campaigns.

✦ Working knowledge of appropriate use of statistical techniques.

✦ Expert networking and interpersonal skills including strong consultative and persuasive skills to work with internal and external constituents and the media.

✦ Expert writing and editorial skills.

✦ Demonstrated organizational skills.
Media Production Specialist
Class Codes: 0810 - 0812
Date Established: 12/01/00

OVERVIEW:
The Media Production Specialist is a broad classification with three position skill levels. It is designed for positions responsible for the performance and/or leadership of technical production work of instructional and/or promotional communications using such media as film, television, radio, multimedia, and photography. Incumbents can also be responsible for the production of audio slides/tapes, sound presentations and distance learning programs. Individual positions may be specialized in one function related to the production cycle or may perform more generalist duties throughout the production cycle.

**Position Skill Level I** - Incumbents at this level typically perform assignments of limited scope and complexity. They primarily act as production assistants to more experienced staff by providing technical support for a variety of preproduction, production and postproduction activities, distance learning, or related multimedia projects. Assignments may include, but are not limited to: obtaining equipment; setting up and testing equipment; assisting in prop and set production and set up; photographing events or subjects; developing film and/or digital still photography and image processing; maintaining files on visual materials; performing basic shoots or assisting in more complex shoots; duplicating and editing audio and video tapes; assisting in video conferences; and providing technical support for distance learning.

**Position Skill Level II** - Incumbents at this level perform a broader range of assignments and are often assigned full responsibility for small to medium production projects in film, television, radio, video or other multimedia. They often serve as an associate producer and perform work such as writing, directing, shooting, staging, and editing productions. Assignments may also include technical support in such areas as photography, video conferencing, and distance learning. Typically incumbents at this level work fairly autonomously and are able to coordinate production activities, support staff and students.

**Position Skill Level III** - Incumbents at this level have a very broad range of responsibility including the accountability for all technical, aesthetic and programmatic components of productions. They often are responsible for the full operations of a production unit and manage the most complex projects and assignments, working with instructional designers to create a production that meets instructional objectives. They perform a variety of highly skilled technical assignments in the areas of media design, planning and production, producing and broadcasting live productions, and the supervision of technical work in connection with the production of instructional media.

CORE AREAS:
The work of the Media Production Specialist follows the production cycle: preproduction, production and postproduction. Assignments for a position within the classification may be focused in one or more of these production areas. The work examples cited here are not meant to be all-inclusive or indicate a specific level within the classification, rather, they illustrate the variety of assignments that may fall within each phase of the production cycle.
Preproduction - Work during the preproduction phase includes: clarifying the subject matter with the client or originator; researching the subject matter to generate ideas for presentation; defining the communication objectives; developing the production plan and budget; arranging for location, equipment and crews; developing production and shooting schedules; writing scripts and creating storyboards; securing sets, props and casts; performing or overseeing staging and striking of sets; and rehearsing shoots.

Photography - Photography work may be involved in the preproduction or production phase of a communication or multimedia project and may be used in a variety of visual and multimedia products. Work includes: setting up and performing both still and motion picture photography; taking interior and exterior photographs using color or black and white film or digital still photography equipment; performing photographic processing, including the layout and manipulation of images; using computer systems or digital technology to produce final images; and maintaining photographic laboratory and equipment.

Videographic Design - Videographic design is a highly technical specialty encompassing the entire visual look of a production and its content. Work requires the use of design skills and learning theory to take instructional concepts and ideas and translate them into design features and structures that maximize the production's instructional impact.

Multimedia Production - Work during production may involve a variety of functions depending on the nature of the production. Examples include: performing or directing the photography, cinematography, videography; recording and taping productions; designing and/or programming materials for web sites; and/or authoring instructional CD-ROMs or web sites. Incumbents may serve in the role of producer and/or director and may be responsible for producing live productions.

Postproduction - Work during the postproduction phase includes: the editing of audio and visual programs and series; adding postproduction attributes such as digital animation, electronic graphics or other audio/visual special effects; and evaluating the final product.

Distance Learning - Work involves setting up, integrating and operating all the elements of an interactive distance learning classroom or web site. Work includes: operating multiple cameras; operating complex two-way audio systems; handling computer inputs in a synchronous or asynchronous environment; and coordinating with faculty and other content presenters and experts.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires a basic knowledge of and skill in graphics, still or motion photography, or television production. This knowledge and skill normally is obtained through a bachelor's degree in a related field and at least six months of experience in still and motion picture photography, including a thorough knowledge of video production techniques.

POSITION SKILL LEVELS:
Three position skill levels are defined within this classification denoting a progression of responsibility, knowledge, and skill requirements. Progression from a lower to a higher skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability for work results; judgment and discretion required by the position; problem solving and analytical skills required; level of creativity and ingenuity required by the work; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further, progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.
POSITION SKILL LEVEL I

Typical nature of work assignments:
- Performance of moderately complex technical work to support and assist in the various phases of multimedia production and delivery. Support of multimedia functions may include distance learning, web course updates and transfers, videoconferences, and photography.
- Assignments are typically limited in scope and have impact on a component of a project.
- Day-to-day work is performed relatively independently under general supervision with guidance provided for priorities and new assignments.
- Work involves limited judgment and discretion. Actions and problem solving are guided by standard practices.
- Work involves establishing and maintaining effective working relationships with faculty, other staff members and students. Often provides support to students working on production projects.

Typical knowledge and skill requirements:
- Working knowledge of techniques, materials and equipment used in the production of instructional media and related communication assignments.
- Working knowledge of full range of production techniques including sound recording, graphics, television, photography, video taping, lighting, editing methods and equipment.
- Ability to set up and operate a wide variety of production equipment, including set-up for multi-camera video productions and distance learning classrooms.
- Ability to learn techniques in the development of television, film, radio or multimedia productions.
- Basic computer skills to operate digital and analog production-related editing and duplication equipment.
- Basic photography skills such as film speed, light, and color requirements. Ability to perform photographic processing including an understanding of photographic chemicals and working knowledge of darkroom and development practices.
- Ability to use and maintain studio, camera and related equipment.
- Working knowledge of safety requirements including how to handle hazardous chemicals and materials.
- Solid writing and editing skills, including a strong foundation in English grammar.
- Strong interpersonal skills with the ability to build and maintain working relationships with staff and students.
POSITION SKILL LEVEL II

Typical nature of work assignments:

- Performance of the full range of technical and organizational work associated with small to medium sized productions. Projects include, but are not limited to: producing and directing distance learning productions; scheduling, producing and delivering programs for television instruction; researching subject matter, defining communication objectives and translating into an effective production; and writing, directing and editing instructional videos.

- Technical work is performed with limited oversight. Assignments are performed under general supervision with results reviewed against goals. Often accountable for project results.

- Work requires regularly exercising judgment and discretion to interpret needs and make production decisions.

- Work involves considerable ingenuity to develop and execute multimedia productions.

- Work and coordinate with individuals at all levels within the organization in the development and execution of productions. Advises faculty on achieving instructional objectives. Work with students as a technical trainer.

- Lead work direction may also be provided to less senior staff and operators.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- Thorough knowledge of production techniques and equipment. General knowledge of production principles and practices for instructional media.

- Ability to develop, create, stage and/or produce professional quality visuals and evaluate production effectiveness in meeting objectives.

- Strong writing skills including the ability to learn narration and continuity script writing.

- Working knowledge of tools for authoring interactive multimedia products delivered via a variety of synchronous and asynchronous techniques.

- Strong research skills and broad knowledge of resources and techniques which communicate information through multimedia productions.

- Ability to understand operating procedures and underlying technology in order to use and troubleshoot equipment and systems.

- Strong organizational skills to independently manage and coordinate all facets of production, budgets and other projects.

- Solid to advanced photographic capabilities, as well as photographic processing and manipulation skills.

- Ability to provide lead work and project direction to other staff.

- Ability to work with and train students involved in production projects.
POSITION SKILL LEVEL III

Typical nature of work:

- Under general direction, responsible for all phases of multimedia productions including client consultation, media design, project planning, media production, postproduction activities, and production evaluation. Usually serves as the producer.
- Normally responsible for entire production unit, including managing production budgets.
- Leadership for overall technical, aesthetic and programmatic components of productions and related multimedia activities is often provided.
- Work requires considerable judgment and discretion to develop production policies and practices.
- Work involves appreciable creativity and ingenuity to conceive of and execute production ideas.
- Work involves consultation with instructional designers and faculty to translate learning objectives into an effective production.
- Work involves researching and developing proposals for new equipment, technology and/or new production initiatives.
- Lead work direction is often provided as well as training of students.

In addition to Position Skill Level I and II knowledge and skill requirements, work assignments typically require:

- Comprehensive and in-depth knowledge of production theory, principles and techniques as they apply to multimedia.
- Foundation background in communication theory and instructional design and development.
- Ability to quickly research and incorporate subject matter expertise to provide production direction and enhance the quality of productions.
- Ability to produce and broadcast live productions.
- Ability to critique and evaluate work in progress for instructional design and impact.
- Ability to develop innovative solutions to complex communication problems.
- Ability to evaluate the effectiveness of productions.
- Strong skills in production, project and budget management.
- Demonstrated consulting skills to work with faculty and staff to develop productions that meet stated objectives.
- Demonstrated ability to effectively provide technical and aesthetic leadership and work direction to others.
OVERVIEW:
The Graphic Designer is a broad classification with three position skill levels. Positions in this classification are responsible for the artistic and graphic design and creation of print and multimedia materials. Incumbents use both design and production elements to organize ideas visually to convey the desired impact and message to the target audience. Incumbents design and create a wide range of materials including, but not limited to printed materials, classroom lectures, exhibits, training sessions, television broadcasts, videos, web sites and public information projects. Work is used both in classroom instruction and to reach a variety of internal and external audiences. In addition to aesthetic judgement and project management skills, incumbents provide expertise in the development and evaluation of effective communication strategies and techniques.

**Position Skill Level I** - Incumbents at this level typically perform standard assignments related to the creation of communication pieces for instructional or promotional purposes. They prepare layouts and produce materials using standard skills and knowledge related to the design, creation and display of visual print, multimedia and electronic materials. Incumbents often are under the direction of more experienced designers and work from written instructions.

**Position Skill Level II** - Incumbents at this level work independently on a variety of small to medium scale projects or on a significant portion of a larger project. They often provide some lead work direction to less experienced staff. The work at this level is more complex and broader in scope and includes such assignments as: consulting with clients, creating high level visual communications, executing and coordinating multimedia or component communication projects, and developing graphic identity or templates. Work at this level requires more advanced graphic and artistic ability and the use of a wider variety of materials and techniques.

**Position Skill Level III** - Incumbents at the highest level have broad impact by providing overall artistic direction to integrate strategically the university's graphic communication efforts. Incumbents may be responsible for day-to-day graphic operations and for the execution and coordination of the most complex projects and assignments. Their work involves collaborating with clients and other professionals in the development of communications and marketing themes and materials. Work at this level requires art direction, project planning and management skills.

DISTINGUISHING FEATURES:
Graphic design work is distinguished by the use of professional graphic design, artistic and creative capabilities and the requirement of a foundation in communication theory. Essential to the work is the ability to translate university communication needs into artistic designs to maximize the impact and message to the intended audience. Graphic design projects typically require that the incumbents: consult with clients to understand their communication needs and to ensure that design concepts are tailored to the intended audience; select the visual materials to be used in the communication of information; create visual material including original illustrations or designs as needed; design the placement and appearance of visual material in relation to printed materials; select typographical format, design and plan the effective use of color, tone, and harmony; and design, produce, and coordinate various materials (such as photographs, illustrations, diagrams, text, charts, graphs, slides, computer animation, and web design) required in the production of final products.
ENTRY QUALIFICATIONS:
Enter to the first level within this classification requires foundation knowledge in the principles and techniques of artistic and graphic design as well as demonstrated design and artistic skills. This knowledge and skill normally is obtained through a college degree in graphic design, fine arts, or a related field or through technical experience and/or relevant coursework. In addition, strong communication skills and the ability to use and maintain currency with applicable computer software packages and systems are essential to entering this classification.

POSITION SKILL LEVELS:
Three position skill levels are defined within this classification. Progression from a lower to a higher skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; level of creativity and artistic skill required by the work; autonomy exercised and level of supervision received; position accountability for work results; judgment and discretion required by the position to address and solve problems; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and determines position skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined to the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.

POSITIVE SKILL LEVEL 1

Typical nature of work assignments:
- Work performed is less complex and includes straightforward graphic design work such as layouts and pre-press production of course catalogs, instructional materials, invitations, booklets, newsletters, web pages, etc.
- Work is performed under general supervision, often from written specifications or instructions. Artistic direction is provided to ensure consistency of look and theme with other components of a project.
- Work requires a basic level of creativity and ingenuity to develop graphic designs based on stated goals and concepts.
- Assignments require some judgment, but standard procedures and protocols are usually followed.
- Focus is on own work assignments, rather than providing lead work direction to others, but work may involve providing training to less experienced staff.
- Work involves some consultation with originators to ensure communication objectives are achieved.

Typical knowledge and skill requirements:
- Working knowledge of the principles of artistic and graphic design and illustration including the ability to design, layout and prepare finished artwork to develop a visual product.
- Working knowledge of applicable graphic, design and desktop publishing software packages and ability to effectively use them to create visual material.
- General knowledge of the principles of print design, typeface, color, layout, and production techniques.
- Working knowledge of the use of color, tone, shading, harmony and perspective drawing.
- General knowledge of systems, techniques and processes used in web site design, photography, printmaking, and other applicable media.
- Demonstrated understanding of various communication vehicles and methods.
- Basic knowledge of copyright laws, especially relating to creative properties.
- Demonstrated ability to understand communication goals.
- Strong written/verbal communication skills.
POSITION SKILL LEVEL II

Typical nature of work assignments:

♦ Independently produces a variety of more complex instructional and/or promotional communication materials using traditional and emerging tools (e.g., website design and interactive technologies) to meet the diverse communication needs of the university.
♦ Works independently with very limited artistic direction. Typically determines approaches to projects and priorities.
♦ Uses appreciable creativity to create and execute graphic art and designs, as well as ingenuity to devise new solutions to communication challenges.
♦ Consults with faculty and staff to understand communication needs and goals and provides advice on the most effective techniques, media and materials to best meet needs.
♦ Serves as liaison to vendors.
♦ Provides lead work direction to less experienced staff including coordinating graphic design components and production phase.
♦ Plans and organizes several projects and handles multiple priorities.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

♦ Comprehensive knowledge of graphic design and production principles and communication theory including a basic understanding of marketing and promotion concepts.
♦ Strong graphic design skills and artistic ability in order to translate communication needs into an artistic design.
♦ Solid working knowledge of applicable graphic design software packages and hardware systems and peripherals. Ability to use interactive technologies and to create new methods for combining software and graphic packages to address communication and visual product goals.
♦ Ability to understand university level curriculum concepts and convey them graphically.
♦ Thorough knowledge of current campus documents and university-wide publication needs.
♦ Thorough understanding of printing and other vendor services to prepare specifications for printing and other services. Ability to prepare camera-ready materials and a working knowledge of design and electronic prepress processes used in the production of complex publications.
♦ Ability to plan, coordinate and direct graphic art communications projects and handle multiple priorities.
♦ Working knowledge of copyright laws applicable to design work and creative properties.
♦ Ability to consult and communicate effectively with faculty, staff and students and to interpret and translate their needs into effective visual formats.
POSITION SKILL LEVEL III

Typical nature of work assignments:
♦ Provides creative, artistic and lead work direction to others on proper artistic and graphic concepts, techniques and processes.
♦ Work involves planning, organizing and coordinating a variety of complex projects, including budget preparation, costing analyses and vendor management.
♦ Work is often of a strategic, longer-term nature related to developing communication and marketing themes and templates to communicate with key constituents.
♦ Work is performed under general direction and is reviewed against goals and objectives.
♦ Extensive ingenuity and creativity is required in almost all aspects of the work.
♦ Appreciable judgment and discretion is exercised in project management and ongoing client relations.
♦ Often provides high level consultation with clients to determine communication concepts and design. Contacts are often at the highest level requiring tact and discretion in providing advice and guidance.

In addition to Position Skill Level I and II knowledge and skill requirements, work assignments typically require:
♦ Extensive knowledge of communications and graphic design theory, advanced skills in graphic art, design and illustration; knowledge of production techniques and processes; and a demonstrated understanding of marketing communications.
♦ Advanced skills in complex computer graphics software and interactive technologies including a thorough understanding of file formats and peripheral software (e.g., printing, scanning, film recording) and working knowledge of graphics delivery and implementation software.
♦ Thorough knowledge of applicable copyright laws relative to the use of graphic and textual materials.
♦ Strong art direction, project planning and project management skills.
♦ Ability to work in a variety of media formats such as 35mm slides, broadcast and compressed video, and web site design, including an understanding of the processes and techniques involved.
♦ Extensive knowledge of printing and other vendor services to ensure the most effective use of resources.
♦ Strong consultative and persuasive skills including demonstrated subject matter expertise in key instructional or promotional areas requiring graphic communications support.
♦ Demonstrated ability managing project budgets.
Desktop Publishing/Graphic Specialist

Class Codes: 0830 - 0832  
Date Established: 12/01/00

OVERVIEW:
The Desktop Publishing/Graphic Specialist is a broad classification with two position skill levels. Positions in this classification are responsible primarily for the production of and incorporation of graphics into a wide variety of printed materials and presentations including letters, charts, forms, contracts, reports, technical manuals, statistical charts, catalogues and manuscripts. Work also may involve participating in the production of multimedia presentations. Incumbents typically work with originators on the textual layout and graphic components.

**Position Skill Level I** - Incumbents at this level perform standard assignments related to the production of printed materials and presentations and are assigned smaller scale projects or a component of a larger project. Typically, they are involved in the textual and graphics layout of the piece. In most cases, they work under the direction of staff more experienced in print production and graphic design.

**Position Skill Level II** - Incumbents at this level perform more advanced, technical work related to producing printed materials and presentations and/or provide lead work direction to other staff. Incumbents typically are responsible for larger scale, more complex projects in which they are able to make technical decisions independently related to the presentation and production of materials. Work may require editorial skills. Incumbents may also work directly with internal or external print and production houses to ensure timely and cost effective production of materials.

DISTINGUISHING CHARACTERISTICS:
The Desktop Publishing/Graphic Specialist classification is distinguished from other classifications that prepare specialized documents by the fact that the focus of these positions is on the production of textual and related multimedia materials which frequently incorporate graphic elements. Compared to the Graphic Designer, the Desktop Publishing/Graphic Specialist does not require the same level of professional and artistic preparation. Graphic Designers must have a foundation in communications theory and artistic design. The Desktop Publishing/Graphic Specialist, however, must have a working knowledge of desktop publishing and graphic software packages and must be able to use the features to create appealing visual materials and presentations. Additionally, the Desktop Publishing/Graphic Specialist must be versed fully in the production component of creating printed materials and multimedia presentations.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires one to two years of related work experience or equivalent training and experience, and the ability to effectively use applicable software tools and features to create a variety of printed materials and presentations. This background normally would be achieved through formal training or coursework with desktop publishing and graphic software packages.

POSITION SKILL LEVELS:
Two position skill levels are defined within this classification denoting a progression of responsibility, knowledge, and skill requirements. Progression from a lower to a higher skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability for work results; judgment and discretion required to solve problems; level of creativity and ingenuity required by the work; and the level and diversity of contacts and interactive capabilities required by the position.
A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.

**POSITION SKILL LEVEL I**

**Typical nature of work assignments:**
- Production of text and graphic work. Typically, assignments are smaller scale projects involving the layout and production of basic documents such as invitations, booklets, and newsletters, or displays or materials for faculty lectures, courses and activities. Also may produce basic photographic images.
- Day-to-day work is performed under general supervision with closer supervision and direction for more complex projects.
- Assignments involve limited judgment and discretion. Incumbents follow standard procedures and practices.
- Assignments require creativity to develop appealing printed materials and presentations.
- Regularly works with the originators to review and finalize materials.

**Typical knowledge and skill requirements:**
- Working knowledge of applicable desktop publishing and graphic software packages. Knowledge of specific software packages and processes such as photo scanning.
- Ability to use software features to generate graphic displays.
- Working knowledge of campus protocols for document layout, format, and style.
- Working knowledge of English grammar, spelling and punctuation.
- Ability to manage own projects and meet required timelines.
- Ability to judge spatial relationships, linear sequence and related graphic and design characteristics.
- Working knowledge of layout needs for photography and printing processes.
POSITION SKILL LEVEL II

Typical nature of work assignments:
- Independent performance of more technical and complex graphic work and/or providing lead work direction to others including assigning and reviewing work.
- Projects involve working with and advising originators on the best media and presentation to achieve their goals within time and budget requirements. Project management involves the planning, coordination, and scheduling of work for a wide range of projects through the various processing and production stages.
- Work involves significant judgment and discretion in the production of materials and presentations in order to meet the originator's expressed needs. Accountable to originator.
- Appreciable creativity is involved in the layout and production of printed and multimedia materials and presentations and in assisting originators in selecting the best media to meet their communications needs.
- Contacts involve working with originators to understand their communications needs and advising them of presentation approaches.
- Work may involve coordinating with print and production vendors and ensuring projects remain within budget.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:
- Comprehensive and in-depth knowledge of applicable desktop publishing and graphic software packages.
- Ability to use multimedia and related computer-based processes to develop materials.
- Comprehensive knowledge of available print media, graphics, and print styles and the ability to select the most appropriate to meet the originator’s needs and budget requirements.
- Demonstrated ability to independently create appealing designs through the use of complex layouts, graphic elements, use of color, and use of textual styles.
- Ability to coordinate artwork. Working knowledge of and, in some cases, ability to utilize, stripping and paste-up inking techniques to finalize camera-ready copy.
- May require editorial skills.
- Ability to coordinate larger scale projects involving coordination with various units and individuals and all phases of production. Ability to handle multiple priorities.
- Ability to work with outside vendors and effectively manage such relationships.
- Ability to provide lead work direction to others.
Performing Arts Technician

Class Codes: 0840 - 0842
Date Established: 12/01/00

OVERVIEW:
The Performing Arts Technician is a broad classification with three position skill levels. It is designed for positions with responsibility for a variety of technical specialties that provide production support in the departments of theatre arts, drama, cinema/film, music, and radio/television broadcasting. Typically, positions are focused in one technical production support specialty such as costume construction, stage and set construction, lighting configuration and operation, film/video set up and operation and/or audio/music production or recording.

Position Skill Level I - Incumbents at this level work independently on standard assignments in the applicable production support specialty and require limited technical direction. Typically, incumbents work from written instructions and are responsible for organizing their own projects, including managing budgets for materials and supplies.

Position Skill Level II - Incumbents at this level are more experienced in the most technical aspects of the applicable production support specialty. Incumbents work with minimal creative and technical direction on a wide range of projects including the more complex projects involving the more difficult designs and materials. Incumbents may also set up and conduct classroom demonstrations and may be involved in estimating costs and budget control for multiple projects.

Position Skill Level III - Incumbents at this level are highly skilled, with experience in multiple areas of production support. They coordinate the most complex projects and provide overall technical and operational leadership. Incumbents also may serve as the technical and/or operational production manager.

CORE AREAS:
The work of the Performing Arts Technician typically is focused in one of the following technical specialties. At the highest level, work may span more than one technical specialty. The position skill level determines the level of expertise and scope of knowledge required to perform the duties in these areas.

Costuming - Using ingenuity, technical abilities and knowledge of production goals and themes, creates and constructs costumes from design specifications. Work may include: preparing and/or drafting new patterns; selecting and preparing appropriate materials; selecting and reconstructing appropriate costumes from existing stock; creating new costumes from scratch; fabricating costume accessories and wigs; fitting costumes and making alterations; styling hair and applying make-up to complete the costume look; repairing and restoring costumes; ordering supplies and materials; and ensuring proper cleaning, maintenance and storage of costumes.
Scenery and Staging Operation – Using ingenuity, technical abilities and knowledge of production goals, themes and set designing, creates and constructs scenery properties from design specifications. Work may include: painting sets, scene décor, and murals; operating and maintaining stage equipment; inspecting, repairing and performing regular maintenance on riggings and equipment to ensure safety standards are maintained; working with students and faculty to understand production goals; and attending performances to assist students in technical aspects of production and backstage organization.

Lighting – Using ingenuity, technical abilities and knowledge of production goals and themes, creates and implements and/or fabricates lighting and special effects from design or director specifications. Work may include: operating lighting and special effects equipment; repairing, inspecting and maintaining equipment; and participating in performances to assist students in the more technical aspects of lighting production.

Music/Audio Production - Using ingenuity, technical abilities and knowledge of production goals and themes, produces sound/audio effects or music based on design and director specifications. Work may include: assembling and operating audio equipment requirements; inspecting, repairing and maintaining audio equipment to ensure quality production; participating in performance to assist students in the more technical aspects of audio and music production.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires one to two years of experience working for a theater, repertory or stock company engaged in the applicable production specialty such as costume construction, stage and set construction, lighting production, and/or sound/audio production. This background normally would be achieved through professional training or applicable college coursework and practical experience.

POSITION SKILL LEVELS:
Three position skill levels are defined within this classification denoting a progression of responsibility, knowledge, and skill requirements. Progression from a lower to a higher skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability for work results; judgment and discretion required by the position; problem solving and technical skills required; level of creativity and ingenuity required by the work; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns work responsibilities and determines the skill requirements of the position. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Actual skill requirements will vary by position based on the technical production specialty performed.

Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first on the operational need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee’s demonstrated and applied skills and abilities.
POSITION SKILL LEVEL I

Typical nature of work assignments:
- Independent performance of standard assignments related to the production support specialty, such as costuming, scenery construction, lighting and special effects and music/audio production.
- Work is performed under general supervision, often from written specifications or instructions with limited technical direction, except for more complex aspects of work.
- Work requires a base level of creativity and ingenuity to create production materials and effects.
- Assignments require some judgment, but standard procedures and practices generally are followed.
- Focus is on own work assignments rather than providing lead work direction to others, but assignments may involve training less experienced staff and working directly with students participating in productions.

Typical knowledge and skill requirements:
- General knowledge of methods and problems related to applicable production specialty area.
- Working knowledge of design principles and the ability to translate design specifications, blueprints, or drawings into applicable costume, scenery, lighting and sound production.
- Ability to identify and appropriate materials and supplies needed for projects and manage materials budgets for production specialty and specific projects.
- A foundation knowledge of applicable software packages for applicable production specialty and ability to use standard features.
- General knowledge of historical periods as they relate to the production specialty.
- For costuming, working knowledge of and ability to use the patterns, methods, materials and equipment involved in construction and reconstruction of costumes and related accessories.
- For scenery construction, ability to read blueprints; working knowledge of carpentry and ability to apply knowledge to set and scenery construction; ability to mix and apply paint for sets and scenes; and ability to operate staging equipment.
- For lighting and sound production, general knowledge of basic electrical theory and working knowledge of lighting and/or sound effects.
- Working knowledge of safety requirements and standards related to stage and set construction, lighting, and stage operations.
- Ability to assist in the training and supervision of students involved in productions.
POSITION SKILL LEVEL II

Typical nature of work assignments:

- Independent performance of more complex projects in production specialty, including planning, organizing and construction/implementation for one or more productions. Work typically involves handling multiple priorities.
- Work is performed independently with limited creative or technical direction. Approaches to projects and priorities usually are determined independently.
- Work involves appreciable creativity in the execution of designs and production effects.
- Work involves considerable judgment and discretion in terms of the use of materials and meeting safety requirements.
- Lead work direction may be provided to other staff members.
- Ongoing coordination with faculty involved in the productions is central to work. Provides direct lab support to students involved in productions.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- Thorough and specialized knowledge and experience in applicable production specialty. More sophisticated knowledge of design theory and principles to be able to translate design specifications, blueprints or drawings into costume, scene, lighting or sound production and effects.
- Ability to independently manage production support projects and productions by breaking segments into working units that coincide with production needs.
- Ability to work on more complex projects/designs and to work with more difficult materials and equipment, including the ability to select and use the most appropriate materials to meet production needs.
- Ability to use more complex features of applicable software packages for production specialty.
- Ability to plan the layout and use of work areas.
- Thorough knowledge of safety requirements and standards related production support specialty and stage operations and ability to train others in safety measures and ensure compliance with codes and regulations.
- Comprehensive knowledge of historical periods for design and construction of materials and effects related to applicable production specialty.
- For costume construction, thorough and comprehensive knowledge of costume techniques, including specialized hand sewing and machine techniques, and ability to work with a wide range of costuming materials.
- For scenery construction and stage operation, thorough working knowledge of carpentry including ability to operate applicable hand, power and woodworking tools; ability to work with a wide range of set and scenery construction materials; ability to paint scenery fr designer renderings, elevations, sketches or models; ability to create scale renderings or models; thorough knowledge of lighting, sound, counterweight and other stage systems and equipment; and ability to operate and troubleshoot computerized set and scenery systems.
- For lighting and sound production, thorough knowledge of basic electrical theory and usage related to audio and lighting effects and working knowledge of lighting, sound and stage effect techniques, including the ability to improvise lighting, sound, stage property, and other stage effects.
POSITION SKILL LEVEL III

Typical nature of work assignments:

- Performance of broader production functions, typically covering multiple production specialties, including participating in production planning meetings, designing components of stage productions; determining need for and coordinating the acquisition of stage supplies; and maintaining schedules for stage facilities. May serve as the production technical and operational director.
- Provides creative and technical consultation and leadership on a variety of production issues and often provides lead work direction.
- Work involves coordinating a wide variety of productions and projects including such functions as budget preparation, cost analyses and vendor management.
- Work is performed under general direction and is reviewed against goals and objectives.
- Appreciable ingenuity is required in almost all aspects of the work.
- Considerable judgment and discretion are exercised in carrying out projects.
- Work involves regular contact and coordination with faculty, staff and students. Consultation may be provided in the more technical aspects of specific productions.

In addition to Position Skill Level I and II knowledge and skill requirements, work assignments typically require:

- Ability to support classroom instruction by performing classroom demonstrations related to production specialty.
- Ability to work with faculty and provide training and supervision to students involved in productions.
- Comprehensive knowledge of the methods and problems in multiple production specialties. Comprehensive knowledge of design theory and principles and how they are executed in various production specialties.
- Working knowledge of directing and stage management, including the ability to manage staging needs for productions requiring numerous costume and set changes and the ability to manage and coordinate the use of multiple facilities.
- Thorough and in-depth knowledge of the technical aspects of construction, implementation, and operation of staging materials and effects in the various production specialties, including the ability to work with drawings and plots to assist in their execution.
- Comprehensive knowledge of safety measures and hazards related to theatre productions.
- Strong interpersonal skills and ability to work with individuals at all levels within the organization.
## Broadcast Engineer

**Class Codes:** 0850 - 0852  
**Date Established:** 12/01/00

### OVERVIEW:
The Broadcast Engineer classification is designed for positions responsible for the design, planning, operation and maintenance of television and radio systems and broadcasting facilities.

### ENTRY QUALIFICATIONS:
- Entry to this classification requires equivalent to three years of progressively responsible experience as an audiovisual engineer, including all phases of operation and maintenance of television facilities and broadcast studios. The necessary background to perform this work is normally attained through a college degree program in a related field or a combination of technical training and experience.

In addition, incumbents may be required to obtain a general Radio/Television license and/or a certification from the Society of Broadcast Engineers.

### Typical nature of work assignments:
- Performance of the full range of work in coordinating, operating and maintaining television and radio production and broadcast facilities.
- Work involves operating and maintaining multi-camera systems, television engineering equipment, audio and video equipment, media/video servers, and video/graphics editing equipment, and providing engineering support for satellite teleconferencing, and distance learning classes. Some functions involve computer set-ups for broadcast and/or audio-visual systems.
- Overseeing television production and broadcast facilities including: space-planning; ordering equipment, components and supplies; and installing equipment and wiring.
- Technical work is performed independently under general direction. Uses initiative, judgment and discretion in carrying out responsibilities for production and broadcast facilities.
- May train and coordinate student assistants.
- Lead work direction may also be provided to less senior technical support staff.

### Typical knowledge and skill requirements:
- Comprehensive knowledge of the practices, methods and trends in television and radio engineering, including the fields of frequency allocation, electromagnetic wave propagation, and radio signal strength measurements and tolerances.
- Comprehensive knowledge of federal communication rules and regulations.
- Comprehensive knowledge of digital and analogue electronics theory and troubleshooting.
- Comprehensive knowledge of audio/visual systems. A working knowledge of cable, fiber and microwave networks and satellite systems including the underlying theories and principles.
- Ability to use applicable computerized systems in television production and broadcasting and webcasting, including video server technology.
- Ability to plan, layout, operate and maintain television and radio broadcasting facilities.
- Ability to interpret and apply provisions of applicable state and federal communications legislation.
- Ability to train, instruct and provide direction to student assistants.
- Ability to direct activity of other technical staff.
Classification and Qualification

Visual Resource Specialist
Class Codes: 0860 - 0862
Date Established: 12/01/00

OVERVIEW:
The Visual Resource Specialist is a broad classification with two position skill levels. It is designed for positions with responsibility for the independent administration, operation, and development of the campus visual resource collections which require the application of specialized academic and technical knowledge. Incumbents support campus curriculums as well as faculty and student research in various fine arts, historical and/or related disciplines through the acquisition, maintenance, cataloging, organization and circulation of a wide range of high quality images in various print, analog and digital formats. Incumbents at both skill levels are responsible for the daily operations of a visual resource collection site. The key factor distinguishing the two skill levels is the complexity of the collection administered in terms of its depth and breadth and the variety and number of degree programs and users served.

Position Skill Level I - Incumbents at this level work independently to administer a visual resource collection and perform curatorial responsibilities of moderate complexity. Incumbents support more focused, less varied curriculums, and as a result, typically support fewer users. The collections are often relatively stable with standard expansion occurring to meet curriculum needs. The complexity of the collection in terms of its size, depth and diversity and the number of users does not require the same breadth of knowledge or responsibilities as the second level.

Position Skill Level II - Incumbents at this level are responsible for the larger and more complex collections involving multiple and varied academic degree programs with a wide range of users and materials in circulation at any time. More than one collection may be administered. Collections are diverse and extensive usually covering multiple disciplines and time periods and are often under constant or rapid expansion and development to meet curriculum and user needs. The complexity, depth, and diversity of the collection(s) require a broader base of specialized academic knowledge and skills.

CORE AREAS:
The work of the Visual Resource Specialist is focused on researching, planning, developing, cataloging, and providing reference services for a visual resource collection. Incumbents are responsible for the intellectual, administrative, instructional and technical activities required by the collection and the academic programs they service. Work typically falls into the following core areas. The work examples cited here are not meant to be all-inclusive nor do they denote a specific level of work; rather, they illustrate the type of work assignments frequently performed.

Collection Administration and Operation - Provides overall administration and control of visual resource collections by handling the day-to-day operation of the visual resource center located in a school library and/or media center; develops and implements operating policies for the use and circulation of the collection; develops and maintains effective circulation practices; researches and develops procedures for ensuring copyright law compliance; develops and manages the budget for collection maintenance and development; and represents the collection to internal and external groups and constituents.
Collection Research and Development - Serves as a researcher and facilitator for the discovery of resources in an increasingly complex network of unevaluated materials; works with constituent groups to set collection goals; acquires visual materials based on curriculum needs and projections and historical developments in the art world; evaluates the collection to improve its overall scope and depth; evaluates, selects and purchases commercially available images in analog and digital formats; may develop and write grant proposals; evaluates and selects materials for in-house production; performs or directs the capture, preparation, manipulation and conservation of analog and digital images; receives and reviews acquisition requests from users; and maintains the quality of the collection.

Cataloging and Reference Services - Applies intellectual control to collection materials to facilitate access to the collection by developing and maintaining effective classification and cataloging systems; selects, develops, maintains and uses applicable technology systems and applications for the development and organization of the collection, as well as access to the collection; establishes standards and maintains a cataloging manual to ensure accuracy and consistency; informs users about the content, organization and availability of visual resource material; provides general reference information and instructs users in research techniques; assists users in searching for and retrieving desired images; works with faculty in the development, design, and maintenance of on-line tutorials, course web pages and related instructional material; and researches descriptive data for objects and artists.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires a thorough knowledge of art, art history and/or architecture; a sound foundation in principles and practices of library cataloguing and circulation; and the ability to organize and operate a visual resource collection under general supervision. A general knowledge of analog and digital image production, research sources and copyright and intellectual property laws are also essential to the performance of this work. Some collections may require a reading knowledge of a foreign language and more extensive knowledge of world history, literature and religion.

This background normally would be obtained through a masters' degree in fine arts or library science with applicable courses in the fine arts or equivalent training and experience, plus up to one year of related curatorial, library or teaching work.

POSITION SKILL LEVELS:
Two position skill levels are defined within this classification denoting a progression of responsibility, knowledge, and skill requirements. Progression from a lower to a higher skill level is referred to as an in-classification progression. The following factors are used to determine position skill level: complexity, scope and impact of the work performed, including such factors as the diversity and complexity of collection itself and the curriculums and degree programs supported, the number and diversity of faculty and students supported, the uniqueness and depth of the collection; level, type and scope of knowledge required, including the variety and complexity of academic disciplines and foreign languages; autonomy exercised and level of supervision and direction received in the administration and development of the collection; judgment and discretion required by the position; problem solving and analytical skills required; level of creativity and ingenuity required by the position; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns work responsibilities and determines the skill requirements of a position. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the operational need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.
POSITION SKILL LEVEL I

Typical nature of work assignments:
- Performance of ongoing administration and development of a visual resource collection involving curatorial work of moderate technical complexity. Collections are of moderate complexity in terms of their depth and diversity and serve more focused curricula and, as a result, fewer faculty and student users. Collections are usually relatively stable, but typically involve regular expansion to support curricula and users.
- Work is performed relatively independently under general supervision.
- Assignments require judgment and discretion in the selection and use of visual resource materials and in the development of circulation policies and practices.
- Work requires ingenuity and creativity to develop cataloging systems and visual resource materials.
- Work involves regular contact with students and faculty to support curriculum and research needs.
- Often accountable for budget management related to the collection. May provide lead work direction to other staff members.

Typical knowledge and skill requirements:
- Thorough knowledge of subject area specialties such as art, art history, architectural history and/or environmental design.
- Ability to develop and use computer databases and other applicable software packages to support collection development, organization, and usage.
- Comprehensive knowledge of library methods and practices and advanced research capabilities.
- Ability to identify, evaluate, and develop off-campus resources for expanding the collection and visual image resources.
- Ability to stay current with developments in visual resource practices and international and national copyright laws.
- General knowledge of analog and digital image production.
- Reading knowledge of applicable foreign languages to ensure appropriate selection and use of visual materials.
- Ability to apply independent initiative and judgment.
- Ability to work with faculty and students to support research efforts and curriculum goals.

POSITION SKILL LEVEL II

Typical nature of work assignments:
- Performance of ongoing administration and development of a visual resource collections including developing collection objectives, policies and procedures in environments involving more complex, larger collections supporting numerous diverse curricula and faculty and students. Collections are diverse and extensive usually covering multiple disciplines and time periods and are often under rapid expansion and development. Incumbents may administer more than one collection.
- Work is performed under general direction and reviewed against goals and objectives.
- Work requires appreciable innovation in the planning and development of collection resources.
- Contacts are primarily with faculty and students in support of the curriculum and research activities.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:
- In-depth and comprehensive knowledge of subject area specialties such as art, art history, architectural history and/or environmental design, typically acquired through an advanced degree.
- Ability to independently organize and operate visual resource area.
- Ability to stay current and advise management on developments in visual resource principles and international and national copyright laws.
- Comprehensive knowledge of analog and digital image production and the expertise in directing the development of visual materials.
- Working knowledge of applicable budget systems and practices and ability to manage operating budget.
ATTACHMENT C

CLASSIFICATION STANDARDS

For

Public Safety Support Classifications
Police Dispatcher
Class Codes: 8800 - 8802
Date Established: 12/01/00

OVERVIEW:
The Police Dispatcher is a specialized classification within police departments which provides essential dispatch communications and records maintenance. Dispatchers are responsible for maintaining effective and efficient communications between campus law enforcement headquarters, campus police officers in the field, outside emergency and law enforcement agencies, and the public. Incumbents in this position receive, record and dispatch general and emergency information quickly, clearly and accurately. Two position skill levels are defined:

Position Skill Level I - Incumbents at this level perform standard dispatch duties which include receiving and screening incoming emergency and public safety calls and communicating with campus law enforcement staff using the police radio systems to dispatch accordingly. Work involves the use of automated/computerized dispatch and police information systems and databases to input and retrieve data. Incumbents are required to work independently, react quickly, and demonstrate good judgment and discretion in stressful situations.

Position Skill Level II - Incumbents at this level typically have a higher degree of accountability for the dispatch and records functions. Their assignments typically involve providing lead work direction to other dispatchers and/or other public safety support staff and/or performing more complex and diverse functions in support of public safety programs. They often participate in the development of operational procedures and protocols related to dispatch functions.

CORE AREAS:
Positions in this classification are distinguished by the critical nature of police dispatch work and the specialized knowledge and skills required to perform this work. While the predominant focus of positions in this classification is dispatch communications, the work assignments may fall into the following core areas:

Dispatch Communications - Answering and screening incoming calls to the police department which involve conversing with crime victims, witnesses, and members of the public to elicit and record pertinent information; operating police department and other emergency communications equipment to dispatch officers to calls for service, critical incidents and emergencies; entering and retrieving data for police reports, activity logs and criminal information; utilizing automated dispatch and law enforcement systems and databases to enter, research and retrieve information; operating the 911 telephone system and serving as the primary answer point; coordinating emergency responses including performing emergency dispatch duties; and referring citizens to appropriate resources such as counseling services, domestic violence support services or victim/witness assistance units.

Record-keeping - Utilizing dispatch and law enforcement systems and databases (both computerized and manual) to maintain department files and reports; entering, recording, researching and retrieving information; updating department warrant and due diligence information; filing police reports; preparing arrest folders, maintaining criminal history files and preparing packets for prosecutors; compiling and sending reports to appropriate agencies; ensuring records and files are maintained in accordance with applicable laws and regulations; and providing related clerical and/or administrative support to the department.
Public Safety Support – Providing support to other public safety and community service functions including parking and access services; maintaining records; monitoring security and fire alarm systems, and coordinating responses; monitoring building access; assisting campus visitors; and vehicle checkout.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification typically requires one year of verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years and a high school diploma or equivalent. Essential entry qualifications require the ability to effectively use a phonetic alphabet, speak clearly and concisely, follow oral and written instructions, transfer information accurately, handle a wide range of interpersonal interactions effectively, and learn the use of applicable automated dispatch and law enforcement systems and databases.

Incumbents must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course. Incumbents who, upon hire, do not possess a P.O.S.T. Dispatcher Certificate also will be required to pass a written test related to essential dispatching skills. Additionally, incumbents must successfully pass supplemental P.O.S.T. requirements for dispatchers such as a background check, physical and psychological examinations, drug testing, and related requirements.

POSITION SKILL LEVELS:
Two position skill levels are defined within this classification. Progression from the first to the second skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope, and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability; judgment and discretion required by the position to address and solve problems; and level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall. Management assigns work responsibilities and determines position skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.
Position Skill Level I

Typical nature of work assignments:
- Performance of standard dispatch communications duties involving receiving and relaying calls for assistance via telephone, radio or computer terminal; police department record-keeping and reporting functions; and related department support functions outlined in the core areas.
- Day-to-day assignments are performed independently under general supervision once initial training is completed.
- Regular use of judgment and discretion is necessary to set priorities, assess the importance of information, and to react quickly and effectively. Established protocols and procedures are followed in most instances. Incumbents are accountable for actions taken.
- Work involves regular, and often intense, contact with the campus community, general public, and campus and outside law enforcement and emergency agencies. Interaction requires tact and discretion.

Typical knowledge and skill requirements:
- Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field.
- Ability to effectively converse using police radio systems.
- Working knowledge of public safety-related agencies and the respective communication protocols.
- Achievement of the P.O.S.T. Dispatcher certificate.
- Working knowledge of and ability to use applicable computerized and automated dispatch and law enforcement systems and databases to enter, research and retrieve data as necessary.
- Ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decisions in routine, non-routine and emergency situations.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Ability to accurately interpret written policies, follow oral and written instructions, and transfer information.
- Ability to provide clear and concise verbal directions quickly and accurately.
- Ability to present and summarize information in a variety of written formats, using clear and concise language.
- Ability to establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals.
- Ability to maintain the confidentiality of sensitive information.
Position Skill Level II

Typical nature of work assignments:

- Coordination of the dispatch and records functions including providing lead work direction of dispatch and other public safety support staff. Ensures adequate coverage at all times by assessing needs and setting work schedules, acting as shift coordinator, planning and assigning work, monitoring performance and training staff.

- Performance of more advanced dispatch work including developing and auditing procedures and protocols to enhance the operation of the communications and records center; documenting policies and operational protocols and procedures; ensuring police reports and records systems are maintained according to applicable laws and regulations; compiling operational and training manuals; preparing reports on communication center and related police activities; developing and delivering dispatch and related staff and community training programs; and may serve as Emergency Medical Dispatch Manager.

- Accountable for own work results and daily dispatch operations.

- Performs day-to-day work independently under general supervision. Work is supervised in terms of overall accomplishments.

- Work involves addressing a wide range of problems that requires judgment and some ingenuity to develop thorough and practical solutions.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- Thorough knowledge of record keeping laws and regulations for police departments.

- Ability to provide lead work direction and train new staff.

- Ability to handle multiple priorities and manage multiple situations while under duress.

- Ability to analyze and address operational and procedural problems and recommend solutions.

- May be required to complete more advanced training.
Parking Officer
Class Codes: 8810 - 8812
Date Established: 12/01/00

OVERVIEW:
The Parking Officer is a broad classification with two position skill levels. It is designed for positions with primary responsibility for parking-related functions that include parking system usage and access by the campus and general public as well as parking enforcement and regulation.

**Position Skill Level I** - Incumbents at this level perform standard duties such as patrolling campus parking lots, enforcing established rules and regulations, and performing community service functions related to parking.

**Position Skill Level II** - Incumbents at this level typically provide lead work direction and/or perform more complex duties related to the planning and coordination of parking programs such as parking and safety coordination for campus special events and parking information programs. Assignments may involve the overall coordination of parking programs including parking permits, signage, traffic direction and control, and determining staffing needs. Incumbents are often responsible for maintenance of parking records and equipment. They may also be involved in development of operational procedures and protocols in support of established policies.

CORE AREAS:
Positions classified as Parking Officers have varying levels of responsibility for parking enforcement, coordination and related community support services. Typical work activities fall within the following core areas:

**Community Service & Access** - Developing and implementing systems and programs to improve parking facility access and usage by the campus community as well as the general public. This includes activities such as planning, coordinating and/or assisting in the physical logistics for campus special events and emergencies; analyzing usage of parking facilities to assess needs and improve access; providing traffic control and assisting in the placement of traffic control devices to facilitate traffic flow; selling parking permits and collecting fees and monies; providing general information and parking assistance to the public; staffing the visitor kiosk; and providing escort and citizen assistance.

**Parking Enforcement & Regulation** - Enforcing parking rules and regulations by patrolling parking lots and issuing citations for parking and other violations, as appropriate; appearing in court for parking and related citations; directing vehicle and pedestrian traffic during daily peak hours, special events and emergencies; and handling cash for regular or special event parking.

ENTRY QUALIFICATIONS:
Enter to the first level within this classification requires high school level reading, writing and mathematical abilities and possession of a California Driver’s License. The nature of the duties may also require successful completion of a background check. Knowledge of and/or the ability to learn how to use applicable parking-related equipment and automated systems is essential. High school diploma or equivalent plus three to six months related experience would normally achieve these entry qualifications.
POSITION SKILL LEVELS:
Two position skill levels are defined within this classification. Progression from the first to the second skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability; judgment and discretion required by the position to address and solve problems; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.

<table>
<thead>
<tr>
<th>Position Skill Level 1</th>
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<tbody>
<tr>
<td><strong>Typical nature of work assignments:</strong></td>
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<tr>
<td>◆ Parking enforcement and related community service and access assignments involving the patrolling of parking lots, coordinating traffic and assisting in the coordination of special events.</td>
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<tr>
<td>◆ Day-to-day work is performed independently under general supervision with closer supervision for new or more complex/sensitive assignments.</td>
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<tr>
<td>◆ Assignments involve the regular use of judgment and discretion to solve problems and address situations. Courses of action are guided by established protocols requiring limited interpretation of policies.</td>
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<tr>
<td>◆ Assignments involve ongoing interaction with the campus community and general public. Interaction requires tact and discretion.</td>
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<tr>
<td><strong>Typical knowledge and skill requirements:</strong></td>
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<tr>
<td>◆ Working knowledge of applicable procedures and regulations related to parking and traffic control.</td>
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<td>◆ Thorough knowledge of campus layout and parking facilities.</td>
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<tr>
<td>◆ Ability to act and resolve parking and traffic problems.</td>
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<td>◆ Working knowledge of parking-related equipment.</td>
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<td>◆ Ability to write standard parking incident reports in a clear and concise manner.</td>
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<tr>
<td>◆ Working knowledge of applicable radio systems.</td>
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<tr>
<td>◆ Ability to observe and recall details and incidents, as well as detect and respond appropriately to potentially hazardous situations.</td>
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<tr>
<td>◆ Ability to effectively interact with a wide range of individuals including the campus community and the general public.</td>
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<tr>
<td>◆ Ability to appropriately handle parking monies received.</td>
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<tr>
<td>◆ Ability to handle sensitive situations with tact and confidentiality.</td>
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</tbody>
</table>
Position Skill Level II

Typical nature of work assignments:

♦ Coordination of campus parking functions and daily operations and/or performance of lead work for parking staff. Work includes activities such as: the formulation, compilation and maintenance of applicable records; the research for and design and recommendation of forms and signage; analysis of parking usage and traffic patterns to assist in improving facility usage and access; and analysis of operations to develop recommendations for procedural changes.

♦ Lead work direction involves setting work schedules; ensuring adequate staffing for parking facilities; making parking assignments; monitoring performance; and training staff.

♦ Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.

♦ Work involves addressing a wide range of problems that require independent judgment and discretion and may require interpreting policies and developing recommendations for new procedures and protocols.

♦ Contacts involve working with a wide variety of people at all levels on the campus and the general public and may include providing specialized training to the public on defensive driving techniques.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

♦ Thorough knowledge of applicable procedures and regulations related to parking and traffic control.

♦ Ability to interpret a variety of laws, rules and regulations.

♦ Working knowledge of applicable radio codes and equipment.

♦ Ability to plan and schedule unit work and provide lead work direction to others.

♦ Ability to independently make effective decisions and judgments in emergency situations.

♦ Ability to analyze parking operational issues and recommend procedural changes.

♦ Ability to establish and maintain cooperative working relationships with campus community and applicable public agencies.

♦ Ability to convey clear, concise communications and directions and conduct training for staff and the campus community.

♦ Ability to communicate effectively, both verbally and in writing.
Community Service Specialist

Class Codes: 8820 - 8822
Date Established: 12/01/00

OVERVIEW:
The Community Service Specialist is a broad generalist classification with two position skill levels. It is designed for positions performing a variety of security, public safety support, parking support, and related campus community service functions.

Position Skill Level I - Incumbents at this level perform standard duties related to patrolling campus buildings, facilities and parking lots; enforcing established rules and regulations by taking the appropriate actions; and performing related community support functions. Under supervision, incumbents may provide support to police communications and records functions.

Position Skill Level II - Incumbents at this level typically provide lead work direction and/or perform more complex duties such as coordinating safety and parking for campus special events, conducting community service training in such areas as safety and crime prevention, and supporting the public safety communications and records functions. They may also be involved in development of operational procedures and protocols in support of established policies.

CORE AREAS:
Positions classified as Community Service Specialists have varying levels of responsibility for security services, public safety support, parking support and related community support services. Positions almost exclusively performing parking or dispatch functions are not appropriate for this classification. Typical work activities may fall within one or more of the following core areas:

Security Services - Patrolling campus on foot, bike, or vehicle to protect campus community and visitors from such hazards as fire, theft, vandalism, trespassing and other crimes; assisting in the enforcement of campus rules and regulations; reporting hazardous conditions; checking, opening and securing campus facilities; and coordinating and testing campus alarm systems.

Public Safety Support - Providing support and assistance to campus police departments providing back-up dispatch support; managing property and evidence; maintaining records; providing training on crime prevention awareness; supporting drug identification programs; participating in emergency response teams and responding to emergency situations; providing animal control; and taking incident/accident reports and responding to these situations, as needed.

Parking Support - Enforcing parking rules and regulations through issuing and selling parking permits, patrolling parking lots, and issuing citations for parking and other standing violations, as appropriate; appearing in court for parking-related citations; and directing vehicle and pedestrian traffic during peak hours, special events and emergencies.

Campus Community Support - Assisting in the physical logistics for campus special events and emergencies; staffing the visitor kiosk, providing general information and assistance to the public; and
providing escort and citizen assistance.

ENTRY QUALIFICATIONS:
Entry to the first level within this classification requires high school level reading and writing abilities and possession of a California Driver's License. The nature of the duties may also require successful completion of a background check, physical and psychological exam and/or the ability to attend Police Officers Standards & Training (P.O.S.T.) programs related to public safety support and dispatch activities. Knowledge of and the ability to learn how to use the applicable public safety related equipment and systems are essential.

High school diploma or equivalent and three to six months related experience would normally achieve these entry qualifications.

POSITION SKILL LEVELS:
Two position skill levels are defined within this classification. Progression from the first to the second skill level is referred to as an in-classification progression. The factors used to determine position skill level include: complexity, scope and impact of the work performed; level, type and scope of knowledge required; autonomy exercised and level of supervision received; position accountability; judgment and discretion required by the position to address and solve problems; and the level and diversity of contacts and interactive capabilities required by the position.

A position is placed at a skill level where the majority of and/or most critical position responsibilities and skill requirements fall in relation to the position skill levels defined below. Management assigns position responsibilities and their associated skill requirements. It is important to note that the position skill level definitions do not delineate entry requirements for each skill level, but are composites of the typical position at each level. Entry qualifications are defined for the first position skill level of the classification. Further progression within the classification depends first, on the need for a position at a higher skill level, second, on the nature of the duties and requirements of the position, and third, on an employee's demonstrated and applied skills and abilities.

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### Position Skill Level 1

**Typical nature of work assignments:**
- Security and related public safety support assignments involving patrolling grounds, facilities, buildings and parking lots. Support may be provided to the public safety communications and records functions.
- Day-to-day work is performed independently under general supervision with closer supervision for new or more complex/sensitive assignments.
- Assignments involve the regular use of judgment and discretion to solve problems and address situations. Courses of action are guided by established protocols requiring limited interpretation of policies.
- Assignments involve ongoing interaction with the campus community, general public, and campus and community law enforcement. Interaction often requires tact and discretion.

**Typical knowledge and skill requirements:**
- Working knowledge of applicable procedures and regulations related to campus security, public safety, and parking.
- Working knowledge of alarm and radio systems.
- Ability to detect and respond appropriately to potential hazardous or crime situations.
- Ability to observe and recall details and incidents.
- Ability to act and resolve parking and traffic problems.
- Ability to write standard incident reports in a clear and concise manner.
- Ability to interact effectively with a wide range of individuals including the campus community, general public and law enforcement personnel.
- Ability to handle sensitive situations with tact and confidentiality.
Position Skill Level II

Typical nature of work assignments:
• Coordination of security functions and daily operations. Regular support also may be provided to the public safety dispatch and records functions.
• Lead work direction is often provided including setting work schedules, making assignments, monitoring performance, and training staff.
• Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.
• Projects involve such activities as the formulation, compilation and maintenance of applicable records. May also involve research and operational analysis to develop recommendations for procedural changes.
• Work involves addressing a wide range of problems that require independent judgment and discretion and may require interpreting policies and developing recommendations for new procedures and protocols.
• Contacts include a wide variety of individuals at all levels on the campus and the general public and may include providing specialized training to the public on defensive techniques.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:
• Thorough knowledge of applicable procedures and regulations related to parking, traffic control, security and/or public safety. Familiarity with the California Penal Code.
• Ability to read and interpret a variety of laws, rules and regulations.
• Working knowledge of police department radio codes and equipment. Ability to use applicable automated and computerized public safety systems and databases.
• Ability to plan and schedule unit work and provide lead work direction to others.
• Ability to independently make effective decisions and judgments in emergency situations.
• Ability to analyze operational issues and recommend procedural changes.
• Ability to establish and maintain cooperative working relationships with campus community, public and applicable law enforcement agencies.
• Ability to convey clear, concise communications and directions and conduct training for staff and the campus community.
• Ability to write reports and draft operating procedures.
Fire Apparatus Engineer

Class Codes: 8830 - 8832
Date Established: 12/01/00

OVERVIEW:
The Fire Apparatus Engineer is designed for positions with a broad range of fire-fighting and fire-prevention responsibilities.

ENTRY QUALIFICATIONS:
Entry to this classification requires: three (3) months full-time fire-fighting experience or one (1) year of full time experience in driving trucks of at least two-ton capacity or two (2) years experience as a registered volunteer fire fighter; the ability to meet CSUC medical standards and campus physical agility standards as appropriate; and, a California Driver’s License appropriate to the vehicle required to operate.

Typical nature of work assignments:
- Under general direction, incumbents work independently and respond to campus fire alarms and emergency medical calls.
- Work involves driving and operating fire apparatus during fire fighting and rescue operations; maintaining and conducting minor repairs on vehicles, equipment and fire station; investigating and reporting on the cause of fires; inspecting campus for fire hazards and other dangerous conditions; recommending campus responses to hazards; maintaining fire extinguishers and hoses; assisting in salvage and overhaul operations; and notifying the appropriate authority of faulty equipment or dangerous circumstances.
- May be responsible for training and leading assigned crew and students performing fire fighting duties.
- May be responsible for fire suppression, fire prevention and/or rescue and medical response programs, including enforcing fire prevention codes and investigating complaints pertaining to the violation of fire laws and writing detailed reports of findings.
- May be responsible for the operation of the campus fire station which includes supervising housekeeping and ensuring proper levels of materials and supplies, as well as other Fire Apparatus Engineers.
- May direct campus-wide fire-fighting and emergency medical responses.

Typical knowledge and skill requirements:
- Thorough knowledge of fire-fighting methods for both structural and open space fires.
- Knowledge of emergency first aid and rescue techniques.
- Ability to operate, maintain and repair a variety of fire-fighting apparatuses and the ability to use related tools and equipment.
- Ability to direct a crew in fire-fighting and rescue work.
- Ability to write clear and concise incident reports.
- Ability to communicate clear and concise orders in emergency situations.
- Ability to follow written and verbal communications.
- Knowledge of fire prevention laws and equipment maintenance regulations.
- Knowledge of potential fire hazards.
- Ability to develop and communicate fire prevention programs.
- Ability to meet campus physical agility requirements.
- CPR certificate
- First Aid Instructors Certificate
- Proper California Driver’s License for driving emergency vehicles
- Supervisory skills preferred