

Classification and Qualification STANDARDS

Community Service Specialist

Class Code: 8820

Class Title	Range Code	FLSA
Community Service Specialist I	1	Non-Exempt
Community Service Specialist II	2	Non-Exempt

Classification Standard Reformatted: 06-01-2013

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 FUNCTIONS:

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.

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- ◆ **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.

POSITION SKILL LEVEL I

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.