



POSITION DESCRIPTION

Department: University Police Department
Working Title: Community Service Specialist
Job Code: 8820
Time Base: 1.0
Position Number:
Union / Unit (if applicable): California State University Employees' Union (CSUEU) / Unit 7

Position Reports To: Director, Parking and Commuter Services
Classification: Community Service Specialist I
Range Code: 1
Exempt or Non-Exempt: Non-Exempt
Last Update: 4-11-2022

PURPOSE OF POSITION:

Under general direction, the Community Service Specialist (CSS) is responsible for patrolling campus buildings, facilities and parking lots; enforcing established rules and regulations by taking the appropriate actions; performing related community support functions; use judgement and discretion to solve problems.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Parking Compliance	40%
2. Campus Security Services/Support	30%
3. Event Parking Logistics/Support	25%
4. Administrative Functions	5%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. Parking Compliance

- a. Performs parking compliance assignments and daily field operations in parking lots and parking areas at various times during assigned shifts and enforces CSUSM parking rules and regulations
- b. Conducts parking enforcement using License Plate Recognition (LPR) equipment and electronic handheld devices and issues parking tickets for improper parking or for other standing violations involving vehicles parked on CSUSM property
- c. Interprets university policies and California Vehicle Code in the enforcement of campus ordinances
- d. Responsible for accurate ticket entry/issuance and for all parking reports and documents
- e. Appears in court to defend parking tickets as needed
- f. Drives a variety of state vehicles at various times during assigned shifts, including a truck, electric cart, and bike
- g. Operates a two-way radio as a matter of personal safety, keeping University Police Dispatch aware of officer location at all times during assigned shift
- h. Conducts inventory of event and parking field equipment and supplies and submits order(s) to restock as needed
- i. Maintains parking storage areas, keeping them clean and organized
- j. Completes cash collection from the parking pay stations (daily permit machines) and meters located in the parking lots and safe transport of those funds to the Parking office
- k. Conducts minor maintenance on pay stations as needed
- l. Ensures parking vehicles are clean inside and out, ensures scheduled maintenance intervals are met, and reports any needed maintenance as soon as the issue(s) arise

2. Campus Security Services/Support

- a. Patrol grounds, facilities, buildings and parking lots providing campus security from theft, vandalism, trespassing, other crimes and hazards such as fire
- b. Assist with opening and closing of the campus, buildings, and classrooms, as needed
- c. Assist in the enforcement of established campus rules and regulations
- d. Notify the appropriate administrator of any hazardous conditions
- e. Report to Dispatch any suspicious activities as necessary
- f. Provide general information and assistance to the public

- g. Maintain keys to the facility
- h. Assist with various ongoing campus safety checks including, but not limited to, emergency telephones, fire extinguishers, campus alarm systems, campus-wide exterior lighting and report deficiencies as needed
- i. As requested, provide escort services from buildings to the parking lot
- j. Provide a daily Security Activity Report and Incident Reports as needed
- k. Provide regular use of judgement and discretion to solve problems and address situations

3. Event Parking Logistics/Support

- a. Works with Parking Event Coordinator to plan and complete placement of traffic control devices to facilitate traffic flow; directs vehicle and pedestrian traffic as needed
- b. Assist with creating parking signs, including event signs, and placing them as appropriate in blue event sign frames and A-frames when necessary
- c. Assists with special events set-up and take-down of appropriate parking directional signs as they relate to the special event and monitor parking event traffic as necessary
- d. Acts as a Parking Lot attendant and stands post to monitor parking event traffic as necessary
- e. Provides directions to campus community and visitors to various locations on campus
- f. Serves as parking lot event attendant and stands post to monitor parking event traffic as necessary
- g. Provide information and assistance to event attendees

4. Administrative Functions

- a. Assist in general office or other administrative duties
- b. Maintain electronic files, complete filing, and portray business-like telephone and radio etiquette
- c. Assists with additional special projects as needed
- d. Attends trainings as requested and/or directed

PROVIDES LEAD DIRECTION OF OTHERS:

None

REQUIREMENTS OF POSITION:

1. List education and experience required

- a. High School diploma or equivalent and three to six months related experience
- b. Valid California driver's license is required by the time of appointment.

Preferred:

- a. Experience in collecting data and transferring data to existing reports

2. List knowledge, skills, and abilities required for this position.

- a. Working knowledge of applicable procedures and regulations related to campus security, public safety and parking.
- b. Working knowledge of alarm and radio systems.
- c. Ability to detect and respond appropriately to potential hazardous or crime situations.
- d. Ability to observe and recall details and incidents.
- e. Ability to act and resolve parking and traffic problems
- f. Ability to read and write at a level appropriate for the position.
- g. Ability to write standard incident reports in a clear and concise manner.
- h. Ability to interact effectively with a wide range of individuals including the campus community, general public, and law enforcement personnel.
- i. Ability to handle sensitive situations with tact and confidentiality.
- j. Ability to understand and carry out oral and written instructions
- k. Demonstrates a commitment to the principles of diversity and multiculturalism
- l. Demonstrates excellent customer service skills when dealing with the University community including all guests to the University
- m. Acts with tact, courtesy, patience, self-control, and discretion during all interactions with the University Community and all guest of the University

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- a. Must be computer literate (electronic mail, Word, and spreadsheet applications in a PC windows environment).
- b. Must be able to use the following: two-way radio, telephone including cell phone, automated citation writers.

- c. State Vehicles include but are not limited to: State issued "E" plate vehicles, including vans, trucks, bicycles, and electric carts.
- d. Automated Citation Handheld Writers or other automated citation writers and enforcement equipment

4. Unique working conditions

- a. Required working outdoors in a variety of climates.
- b. Majority of the time will be patrolling outdoors on foot or state issued vehicle.
- c. Required to work various rotating shifts and assigned to various daily field operations.

5. Other Employment Requirements

- a. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- b. DMV CHECK: To insure that the incumbent has a safe and responsible driving record; will be driving state vehicles.
- c. Valid University issued Defensive Driving Training Certificate issued by CSUSM Safety, Risk, and Sustainability
Must participate in required campus trainings including, but not limited to Data Security and FERPA Training and CSU's Gender Equity and Title IX Training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Campus Community and Visitors	To provide optimum customer service, ensure compliance, respond to inquiries	Daily
Internal Department Colleagues	Respond to requests or relay information	Daily
Director	Respond to requests or relay information	Daily
Local Police Department	Respond to requests or relay information	As Needed
Sister Campuses	Respond to requests or relay information	As Needed

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing					X
3. Walking					X
4. Bending Over			X		
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead		X			
8. Crouching		X			
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling		X			

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying					
A. 10 lbs or less				X	
B. 11 to 25 lbs			X		
C. 26 to 50 lbs		X			
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms				X	
14. Repetitive use of legs					X
15. Eye/hand coordination				X	

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Yes No

X	
	X
X	

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing			X		
3. Using math/calculations			X		
4. Talking					X
5. Working at various tempos					X
6. Concentrating amid distractions					X
7. Remembering names			X		
8. Remembering details				X	
9. Making decisions			X		
10. Working rapidly				X	
11. Examining/observing details					X
12. Discriminating colors				X	

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Inside		X			
2. Outside					X
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot			X		
7. Cold			X		
8. Dry			X		
9. Wet			X		
10. Change of temp	X				
11. Dirty			X		
12. Dusty				X	
13. Odors				X	
14. Noisy				X	
15. Working w/others					X
16. Working around others					X
17. Working alone		X			

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____