



POSITION DESCRIPTION

Department:	Public Safety – Cal Poly Police Department
Classification Title:	Community Service Specialist I (CSS I)
Working Title:	Community Service Specialist I (CSS I)
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

Under the administration of the Assistant Vice President of Public Safety/Chief of Police, the Public Safety Unit is responsible for the safety, health and well-being of the university community. The Public Safety Unit consists of four divisions: Cal Poly Police Department (CPPD), Department of Emergency Management (DEM), Transportation and Parking Services (TAPS) and Business Services.

The mission of the Public Safety unit is to create and maintain a safe learning and living environment for the entire campus community by promoting an all-inclusive campuswide culture that embraces and supports public safety.

Under general supervision of the Administrative Sergeant, the Community Services Specialist I (CSS I) position supports the overall goal in delivering quality police and parking operational services to the campus community and assists with security, public safety support, community engagement, and related community service functions. The CSS I works in conjunction with police officers during non-hazardous calls for service and represents Public Safety and Cal Poly through exceptional customer service while supporting the safety needs of the campus community.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

- | Essential Job Functions | Daily | 90% |
|--|--------------|------------|
| 1. Patrol campus properties on foot, bicycle, and vehicle to maintain high visibility to protect the campus community and visitors from fire, theft, vandalism, and other safety concerns. | | |
| 2. Respond to smoke detector alarms, conduct fire alarm testing, and respond to pool motion sensor detector alarms. | | |
| 3. Assist in the education, intervention, and enforcement of campus policies and regulations. | | |
| 4. Escort students on foot and in vehicles to and from on-campus classes and residential halls. | | |
| 5. Unlock and secure campus buildings as needed. | | |
| 6. Monitor, coordinate, and accurately update field unit status and incidents. | | |
| 7. Ensure police reports and records systems are maintained according to applicable laws, regulations, and reporting mandates. | | |
| 8. Prepare cold reports related to thefts. | | |
| 9. Report safety hazards, incidents, or evidence of vandalism and needed repairs/replacement of signage and curbing. | | |
| 10. Successfully complete Peace Officer Standards Training (P.O.S.T.) Dispatcher training and provide dispatch support as needed. | | |
| 11. Conduct on campus traffic and pedestrian control during peak hours and at special events; and placement of traffic control devices to facilitate traffic flow. | | |
| 12. Assist Parking Services with enforcement of parking rules and regulations by immobilizing and impounding vehicles for parking and other violations, as appropriate. | | |

- | Related Job Functions | As Needed | 10% |
|---|------------------|------------|
| 1. Perform other job-related duties and special projects as assigned. | | |
| 2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions. | | |
| 3. Advise citizens of appropriate actions to take in various emergency and non-emergency calls for service. | | |

4. Assist Equipment Maintenance Technician with transporting vehicles for repair and/or collecting monies from parking meters and parking permit dispensers.

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or equivalent and three months of related experience.

Licenses, Certificates, Credentials:

- Possession of a valid Driver's License or the ability to obtain one by the date of hire.
- Ability to obtain California Peace Officer Standards and Training (P.O.S.T.) Dispatcher Certificate upon hire (training costs covered by university).
- Ability to obtain certification for authorization to access the California Law Telecommunications System via training by Cal Poly Police Department.

Required Skills, Knowledge, and Abilities

1. Ability to follow oral and written instructions and directions.
2. Ability to interact effectively with a wide range of individuals including the campus community, visitors, and law enforcement personnel.
3. Ability to effectively use applicable safety related equipment and systems, including but not limited to report writing, radio systems, and alarm systems.
4. Working knowledge of or ability to quickly learn university infrastructure, policies, and procedures.
5. Ability to interpret, communicate and apply policies and procedures.
6. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
7. Ability to effectively communicate and de-escalate non-violent crisis situations.
8. Demonstrated ability to maintain a high degree of confidentiality.
9. Ability to observe and recall details and incidents, as well as detect and respond appropriately to potentially hazardous situations.
10. Ability to write police reports in a clear, concise, and objective manner.
11. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
12. Demonstrated ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decisions in routine, non-routine, and emergency situations.
13. Demonstrated ability to handle multiple priorities and manage multiple situations while under duress.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Three (3) or more months of experience in public service and/or public relations.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Working knowledge of public safety-related agencies and the respective communication protocols.
- Thorough knowledge of record keeping laws and regulations for police departments.
- Thorough 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.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

- Must be able to obtain a California Peace Officer Standards and Training (P.O.S.T.) Dispatcher Certificate upon hire.

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

JEFFREY LEWIS, ADMINISTRATIVE SERGEANT	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

GEORGE HUGHES, PUBLIC SAFETY ASSISTANT VICE PRESIDENT/CHIEF OF POLICE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: Community Services Specialist, I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 8820_1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R07
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement	MPP Job Code: N/A
<input type="checkbox"/> COI Position	<input type="checkbox"/> Recruitment	Classifier Initials: HR
Recruitment Number: _____		Date: 04/04/24