

JOB DESCRIPTION

Job Information

Job Title: Campus Safety Officer (Parking)
Position #: 297739
Department: Campus Safety Services
Reports To: Shift Manager
Month & Year: October 2021

Job Summary

Campus Safety Officers are security guards licensed under the Ontario Private Security and Investigative Services Act, 2005. Under the general supervision of the Shift Manager, and in support of the objectives of Campus Safety Services for Carleton University, the Campus Safety Officer is a member of a team of public safety specialists responsible for providing personal safety for members of the university community in a courteous, helpful and professional manner. This position provides a highly visual deterrent to campus crime while protecting the property and assets of the university

Parking: The incumbent in this position will primarily be assigned to parking related functions including but not limited to assisting customers, enforcement, direction, blocking lots/sections, booting or towing vehicles, and assisting with special events

Secondary Accountabilities

Community Engagement:

- Patrols campus by various means as a visible presence with a high level of situational awareness. Engages with a variety of students, staff, faculty, contractors, and visitors to foster dialogue and builds mutual trust and positive relationships supportive of problem solving and crime prevention efforts. Attends University events

Emergency Response:

- Responds to emergencies, crimes in progress, and other calls for service to provide necessary assistance as required; manages risks and ensures the safety of people and property. Utilizes an extensive knowledge of campus buildings, grounds and operations to liaise with other emergency services and both internal and external agencies/departments, to coordinate a timely and appropriate response to incidents

Customer Service:

- Communicates effectively with individual clients or large groups to obtain, provide, exchange and explain information to resolve an array of problems, disputes and conflicts that range from simple to complex. Persuades and educates often difficult clients, demonstrating patience and a commitment to de-escalation and service excellence

Incident Follow-Up:

- Attends incidents and documents interactions/evidence using both written notes and reports. Collects statements from subjects, witnesses and complainants. Utilizes various computer programs and CCTV to obtain and share information for assistance in decision-follow ups on occurrence reports. Supports sworn members (Special Constables) as required on criminal matters

Education and Intervention:

- Maintains a thorough and updated understanding of applicable legislation, regulations, policy, and procedures as they pertain to licensed security guards. Educates persons in contravention on the impact and possible consequences of their actions in an effort to gain compliance

Business Continuity:

- Operates on campus 24/7/365, assisting and troubleshooting for all other Carleton departments and external clients when necessary
- Performs the duties of a Communications Operator when required

Career Development:

- Completes mandatory and supplemental training and professional development courses and maintains qualifications on an on-going basis

Routine Patrol Functions:

- Locks and unlocks doors routinely or as requested. Enforces parking and traffic regulations. Conducts safe walks, work late checks. Participates and promotes other crime prevention programs
- Performs other duties and tasks as required

Compensable Factors

Core Knowledge

- Requires thorough knowledge and understanding of the Criminal Code of Canada and provincial statutes as well as the University policies
- Knowledge of the Charter of Rights and Freedoms and its application in the field of law enforcement
- Requires a thorough understanding of the authorities related to arrest, search and seizure
- Is expected to remain current in new and amended legislation that is pertinent to the position
- Requires an understanding and knowledge of the concepts and application of community-based policing model
- Able to interact and transfer information within a team environment as well as instruct when and where required in areas of expertise
- Excellent knowledge of conflict resolution and negotiation skills
- Able to communicate effectively both orally and in writing - through security reports, complaint and witness statements, and in assisting and providing general information to the university community and visitors while demonstrating attention to detail
- Requires a high degree of tact and diplomacy dealing with the university community under a variety of difficult situations. This position requires the incumbent to provide general information to the community and in other situations when "instructions" may have to be given to violators of university regulations
- Able to deal with complex issues, quickly determine appropriate actions and respond in a composed, self-assured manner while dealing with highly stressful situations and persons in crisis
- Be self-motivated and work with limited direct supervision
- Show initiative performing daily duties and identifying and solving problems;
- Must demonstrate sensitivity toward the cultural diversity of the campus community
- Understand the principles of service excellence
- Must be able to operate a patrol vehicle safely and within standards, including maintaining a valid Canadian issued Driver's License

Other Factors

- Campus Safety Services is a hybrid security service providing 24/7 patrol operations to the University community. A Campus Safety Officer is a security guard position

- Must successfully pass a background investigation includes criminal records check, fingerprinting, psychological screening, credit check, reliability/reference check, employment history, driving record and social media
- An appropriate level of physical fitness must be maintained in order to perform assigned duties
- An "oath of confidentiality" is required of the incumbent pursuant to Section 29(1) of the Municipal Freedom of Information and Protection of Privacy Act

Minimum of continuing study required:

- Successfully complete annual training and use of force re-qualification
- Attend training and obtain/maintain appropriate WSIB approved Standard First Aid (HCP level), CPR C and AED certification; and
- Attend seminars, workshops and on-line training courses to stay current with emerging issues, public safety and crime prevention strategies and standards

Education

- Completion of High School Diploma.
- Must possess a valid security guard license as defined in the Ontario Private Security and Investigative Services Act, 2005
- Must possess a valid first aid certificate (Standard level) with CPR level C from WSIB recognized provider

Experience

- Minimum 2 years of fulltime experience working in law enforcement or security role or demonstrated experience providing support for individuals in a challenging and complex work environment that requires the ability to prioritize work, maintain composure under stress and assess life safety issues. Equivalent combination of education and experience may be considered

Communication & Interpersonal Skills

- Interacts with students, faculty, staff with regard to campus safety programs and services
- Liaises with Shift Manager with regard to the coordination of calls for service and resource deployment
- Liaises with Carleton community and external stakeholders, the Ottawa Police Service, and other emergency services as required
- Participates in university events or committees or community consultation groups as required
- Maintains composure in all situations when interacting with stakeholders
- Interacts with compassion or empathy in dealing with stakeholders
- Maintains vehicle/computer logs
- Records any significant activities during the shift in duty notes and provides to the Shift Manager for further action or direction

Complexity of Decisions

- Solutions are based on the campus safety policies and guidelines for decision making
- Problems are varied, complex and involves follow-up, research and analysis across multiple and different areas
- Innovative thinking is needed to resolve some complex problems
- Campus Safety Services policies and procedures are available for providing solutions or for any complex problems refer it to the Shift Manager or Sergeant

Impact of Decisions

- An error could have financial impact, reputational impact or could result in litigation

- A positive client experience for customers through personal contact or email or phone or in person
- An error could impact the effectiveness of delivery of programs and services
- Completion of task or work order in a timely manner
- An error could have impact on one's safety and well-being
- An error could result in contravention of University policies and procedures, including employee codes of conduct, health and safety regulations, anti-discrimination and harassment policies

Responsibility for the work of others

- There are no on-going responsibilities for the work of others. The job occasionally requires coaching colleagues or students on any specific task or skill

Physical Effort

- The job requires physical efforts to perform the duties. Some of the physical efforts are:
 - Assembly
 - Bending
 - Keyboarding
 - Lifting children or adults
 - Lifting inanimate objects
 - Manual effort
 - Packing
 - Physical strain (intensity, frequency, duration)
 - Pushing or pulling
 - Sitting for long periods of time
 - Speed
 - Standing
 - Fine motor skills/manual dexterity
 - Required to carry 7 to 9 kg on a regular basis. During normal patrol response must have ability to lift or carry up to 25 kg, and push/pull up to 15 kg of force
 - Required to perform foot patrols and climb building stairs to carry out their duties

Sensory Effort

- The job requires sensory effort to perform the duties. Some of the sensory efforts are:
 - Attention demand
 - Concentration using the five senses
 - Effects from dealing with people
 - Handling complaints or emergencies
 - Listening
 - Mental strain (intensity, frequency, duration)
 - Reading instruments
 - Verifying columns of numbers
 - Visual strain
 - Watching a computer screen
- Sometimes driving in the night adds to visual strain
- There may be visual strain associated with extensive use of computer screens
- Exposed to noise and crowded situations

Working Conditions

- Some of the disagreeable working conditions in which this job is required to perform the duties include:
 - Exposure to bodily fluids
 - Cleaning up after others
 - Exposure to accident hazard

- Monotony
- The incumbent is required to work flexible hours in order to meet the operational requirements of the position and to support patrol operations – required to perform shift work (including working evenings, weekends, and statutory holidays)
- Required to move and patrol around the campus even during inclement weather conditions
- Works on any emergency situation
- May interact with individuals exhibiting aggressive or assaultive behavior or critical incidents
- May have exposure to persons with communicable diseases or weapons or both

Manager's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____