1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>994370</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Coordinator, Alarms and Scheduling</td>
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<tr>
<td>Department:</td>
<td>Campus Security Services</td>
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<tr>
<td>Reports to:</td>
<td>Security Manager</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0, Indirect 0</td>
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<tr>
<td>Classification Level</td>
<td>SG5</td>
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<tr>
<td>Last Updated</td>
<td>March 2018</td>
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2. Position Summary

Campus Security Services (CSEC) is responsible for the University's Security Services, Parking Services, Motor Pool and Emergency Planning, with the goal of promoting a safe and welcoming environment for students, staff, faculty and visitors.

Reporting to the Security Manager, the Alarms and Scheduling Coordinator manages the Campus Security Alarm System, CSEC's website and the scheduling of CSEC full time and casual employees, vacation time, lieu time, overtime and approving differentials, allowances, casual pay and overtime.

This position will require occasional work outside of regular hours, to assist with emergency alarm system issues.

3. Key Responsibilities and Expectations

<table>
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<tr>
<th>Key Responsibilities</th>
<th>% of time</th>
<th>Expectations:</th>
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| Alarm Management     | 55%       | • Oversees the installation of alarms, which includes: meeting with the client to determine requirements and providing instruction on alarm operation, liaising with alarm company to provide direction of requirements and scheduling installation, working with Facilities Management for any infrastructure upgrades, and processing RFP  
• Programs alarm systems remotely and onsite.  
• Approves, sets up and monitors user accounts.  
• Troubleshoots minor software and hardware issues and works with alarm company on larger issues.  
• Provides users with reports on request.  
• Completes monthly alarm billing.  
• Ensures all alarm databases are current and accurate. |
| Scheduling Management| 30%       | • Schedules security officers and office staff to ensure staffing levels are met for both office and Security Officer shifts relative to the time, date, and circumstances of shift |
• Approves and requisitions payroll for casual employees, event security, overtime, differentials and allowances, ensuring the proper accounts are debited
• Approves and schedules overtime and callouts for security officers and office staff. On boards casual office staff as required.
• Approves and schedules vacation / lieu time for security officers and office staff.
• Coordinates requested time off with senior management. Records and tracks all CSEC employee time off entitlements. Provides payroll support as required.

Website Management
15%

| • Oversees, develops and posts the content for the CSEC website. |

4. Classification Factors:

Problem-Solving:

Alarms – determines how best to configure a new alarm to harmonize with CSEC’s internal reporting system. Determines how to best resolve expansion issues with minimal impact to current infrastructure. Determines after hours call outs for system maintenance and repair.

Scheduling – determines special event needs. Ensures officers can get their annual leave while balancing overtime and casual usage.

Web Page – must keep up with current technology and constant change in the web. Also must be able to conform to University policy on web design.

Responsibility for Financial & Material resources:

Alarms – monitors and maintains the alarm accounts within the Security budget. Makes recommendations for alarm equipment replacement. Authorizes payment of new and replacement alarm equipment and ensures that the appropriate department is charged back.

Scheduling – must be aware of contractual obligations, particularly when approving overtime for shifts. Schedules non-routine security (casual employees and external) when required by other departments such as the Bookstore and Accounting. Errors in scheduling could have a negative financial impact on the department.

Web Page – n/a

Responsibility for Human Resources:

This position reports directly to the Manager, Security.

This position does not have any supervisory responsibilities. Completes and submits payroll documents, change forms and processes ROE’s for departing staff.

Impact of Decisions and Actions:

Alarms – Ensures the alarm system is properly maintained and functioning as failure to properly maintain the alarm system could have major financial impacts on the University. For example, if a room is incorrectly alarmed and there is a theft from that room, a Security Officer would be dispatched to the wrong area, potentially costing the University financially and affecting reputation for the replacement of the stolen item(s).
Scheduling – An error in judgment could result in added costs and safety concerns for Officers on shift.

Web Page – Must be aware of CSEC website content at all times and ensure information posted is up to date and factual. Misinformation could lead to negative impact on the department possible reliability ramifications to the institution.

Independence:

Alarms – Determines whether or not an emergency callout by outside Contractor is required or if the issue can be handled during normal business hours. Billing and reports will be completed as per practices and internal policy/procedures.

Scheduling – Determines staffing levels are met for both office and Security Officer shifts relative to the time, date, and circumstances of shift. Will schedule casual staff as required. Has discretion to decide when overtime is required.

Web Page – Decides webpage content based on departmental needs and updates accordingly.

5. Summary of qualifications:

Post-Secondary graduation in a related field and 3 – 5 years’ experience in the Security Alarm Industry; or an equivalent combination of education, training and experience.

In addition this position requires:

- Understanding of budgetary procedures
- Working knowledge of Microsoft MS, word, excel, access, and outlook
- Demonstrated administrative and organizational skills, including the ability to type 35 wpm
- Working knowledge of alarm monitoring systems
- Experienced at data entry
- Working knowledge of web design and maintenance
- Able to perform with minimal supervision
- Ability to interpret and apply Collective Agreement clauses with regards to overtime, vacation and other leave
- Ability to produce Payroll documents
- Ability to work independently and collaboratively in a team environment
- Ability to work effectively with a diverse population and with all levels of university personnel

Assets or Preferences:
- Experience working in a post-secondary education environment an asset

Date Of Submission

Manager's/Supervisor's Signature