# UNIVERSITY OF VICTORIA
## CUPE LOCAL 917 JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB:</th>
<th>TITLE:</th>
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<tbody>
<tr>
<td>Delivers security and first aid services, enhancing the safety and security.</td>
<td>Security Officer (With First Aid)</td>
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<table>
<thead>
<tr>
<th>CLASSIFICATION:</th>
<th>POSITION NO:</th>
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<tbody>
<tr>
<td>Group 15</td>
<td>Various</td>
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<tr>
<th>DEPARTMENT:</th>
<th>SUPERVISED BY:</th>
<th>LAST UPDATED:</th>
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<tbody>
<tr>
<td>Campus Security Services</td>
<td>Security Manager and designated Team Leader</td>
<td>November 2014</td>
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## SUMMARY:

Reporting to the Security Manager and designated Team Leader, the Security Officer is directly responsible for delivering security services in a fair and impartial manner which will enhance the personal safety and protection for all members of the University Community. The Security Officer is responsible for responding to campus security concerns in a service oriented manner, investigating complaints and incidents, evaluating confidential information, and for ensuring security standards and regulations are met in order to maintain a safe campus environment.

Campus Security Services provides 24/7/365 service to the campus community in shifts up to 12 hours in length.

## MAJOR RESPONSIBILITIES AND DUTIES:

<table>
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<tr>
<th>1. Responsibility: Patrol</th>
<th>20 % of time spent</th>
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### Duties:

- Conducts campus security patrols on the University which includes all grounds and every building on campus.
- Patrols on foot, on bicycle or in a vehicle
- Notes irregularities, liabilities and hazards including reporting unauthorized or suspicious activities that occur on the University property
- While on patrol works to establish and cultivate a positive presence within the University Community and liaises with all the members of the University Community including outside agencies that are associated to emergency / social services
- Performs other duties in scope and complexity as required
2. **Responsibility: Dispatch**  
20% of time spent

**Duties:**
- Records and documents information
- Performs multiple tasks concurrently which include answering multiple phone lines, monitoring alarms and video, monitoring radio traffic, using various software programs and inputting data

3. **Responsibility: Investigating and Reporting**  
10% of time spent

**Duties:**
- Applies and interprets legislation, community policing concepts and Uvic policies and procedures in receiving and responding to complaints from the University community and general public
- Investigates and reports incidents and complaints to the Team Leader and Law Enforcement or any other government agency and as well as other departments on campus deemed as appropriate.
- Investigate and evaluate confidential information and ensuring security standards and regulations are met in order to maintain a safe campus environment
- Responsible for the integrity of all physical systems (including, but not limited, to intrusion, personal safety, fire, mechanical and card access)

4. **Responsibility: Parking**  
20% of time spent

**Duties:**
- Issuing parking citations as per the University of Victoria Traffic and Parking regulations
- Regulating traffic flow and control for event and emergency situations
- Parking machine revenue collection
- Responding to parking concerns on campus

5. **Responsibility: Emergency Response**  
20% of time spent

**Duties:**
- Dealing with Alarm Response (fire, intrusion, mechanical, other)
- Responds as necessary to emergency situations on Campus
- Liaise with other departments or other organizations on Campus at emergency sites
- Responds to calls for Assistance (assist public, assist police, assist other departments)
- Services the needs of the campus community or general public by direct assistance to and/or referral to the appropriate agency as required
5% of time spent

**Duties:**
- Provides security / safety training for the University Community
- Training and orientation for new officers
- Liasing with on campus residents and various campus constituent groups
- Works to establish and cultivate a positive presence within the University community and liases with individuals, committees, groups and other off campus associated agencies on crime prevention and security related issues

7. Responsibility: Equipment Servicing  
5% of time spent

**Duties:**
- In the absence of the Parking Meter Technician, services pay parking meters as required including collecting and depositing of cash
- Performs and diagonoses incidental minor repairs (example – fixing paper and coin jams, inserting new paper rolls,)
- Ensuring that patrol equipment, including patrol vehicles and bicycles are in effective operating condition and advises of service requirements.

**REQUIRED QUALIFICATIONS:**

**Abilities to:**
- Communicate clearly and effectively with others both verbally and in writing
- Articulate clear and concise directions while under stress
- Ability to navigate contentious or sensitive issues with discretion while maintaining a high degree of personal integrity
- Use initiative in dealing with and resolving problems with hostile clients and in potentially dangerous situations
- Perform multiple tasks concurrently and to switch priorities instantaneously
- Pay attention to detail and accurately record documentation and information
- Ability to type 35 words per minute
- Work effectively as a member of a team or alone in a culturally diverse client service oriented environment
- Effectively use standard office equipment and software (e.g. MS Office)

In addition, the Security officers are required to:
- Possess the mechanical ability to monitor and operate various security devices as well as assist with preventative maintenance and minor repairs of security / parking equipment
- Bend, stoop, stretch and climb several flights of stairs to carry out patrol duties, first aid and emergency procedures
- Work up to 12 hours in duration including nights
• Carry out scheduled patrols on foot, by bicycle, or vehicle
• Operate a motor vehicle legally and safely

**Specialized Knowledge/Education:**

• Completion of Grade 12 or equivalent

The following are required prior to commencement of employment and must be maintained as a condition of employment:

• Valid BC Driver’s Licence
• Occupational First Aid Certificate- Level II including CPR
• Automatic External Defibrillator Certificate
• Justice Institute of British Columbia – Valid Security Worker Licence

**Experience:**

Law Enforcement, firefighting, ambulance service, search and rescue, mental health worker or a customer service industry background preferred.