#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Campus Security Lead Hand

**Job Number:** X-370 | VIP: 1524

**Band:** EXEMPT- 4S

**Department:** Risk Management / Trent University Durham

**Supervisor Title:** Manager, Campus Safety / Director, Academic Programs & Campus Operations

**Last Reviewed:**  May 21, 2019

#### **Job Purpose:**

Under the general direction of the Manager, Campus Safety and Director, Academic Programs & Campus Operations, provides a broad range of security services and participates in programs intended to establish and maintain a safe environment for learning, living, and working. The Campus Security Lead Hand acts as the liaison with the Durham contract security guard agency to ensure schedule requirements and security guard duties are fulfilled.

#### Key Activities:

* Liaise with Durham security contract provider to schedule security guard duties, including booking security guards outside regular hours of operation, managing auto-lock door schedule, reviewing, and following up on campus security reports generated by contract security guards and liaising with contract security guard agency management regarding contract security guard performance.
* Unlock rooms on campus and maintain lists of non-assigned individuals who may access offices/labs.
* Assist with on-site training of Durham contract security guards to ensure consistent practice across the University.
* Perform assigned security, safety, and building security patrols in all University buildings and on campus grounds, reporting findings and building lock up.
* Communicate with students, faculty, staff, and visitors, and encourage the reporting of incidents, problems, or occurrences that threaten a safe environment.
* Identify, document, and report potential physical and reputational risks to the University, and proactively respond following appropriate university protocols.
* Appropriately distribute reports and information in compliance with FIPPA and University Privacy and Access to Information protocols.
* Receive and processes key and access card requests, distribute keys and maintain Durham online key database.
* Investigate, document, and report on all security-related incidents and alarms. Liaise with Durham Regional Police Service, Fire Department, Ambulance Services, and various partner agencies.
* Work in close co-operation with those responsible (student groups, other departments, Police etc.) for Personal Safety Programs, including presenting security awareness presentations, program development and periodic Personal Safety Audits.
* Assist with implementation and maintain safety and security programs. Provide security services during special events (e.g.: pubs, Orientation Week, Convocations, conferences etc.).
* Distribute parking tags and maintain the Durham Parking database.
* Enforcement of appropriate university regulations and policies including, but not limited to smoking, parking, and traffic regulations.
* Take reports of injuries for Workplace Safety Insurance Board and University purposes, as required, and assist Manager, Environmental, Health & Safety with follow up on areas of concern.
* Initiate and participate in emergency response.
* Other duties as assigned.

#### Education Required:

* University Degree or College Diploma (2 year) in a Security related discipline.

#### Experience/Qualifications Required:

* Two (2) years of security-related experience.
* Must hold a valid Security Guard license under the Private Security and Investigative Services Act before the commencement of duties.
* Preferred experience scheduling employees in a Security environment.
* Preferred experience in reviewing security related reports and providing effective follow-up directions and assigning task.
* Strong computer skills in a variety of relevant applications, such as MS Office Suite and Internet, and ability to learn proprietary security related programs such as Operations Commander, Axiom, Alertus.
* Awareness of personal safety issues, diversity awareness, and the needs of those with special needs.
* Must be able to use discretion and maintain confidentiality.
* Demonstrated ability to handle assault victim support with tact and sensitivity.
* Ability to interact professionally and effectively with all constituencies of the University community, as well as with external emergency services contacts.
* Strong customer service skills and ability to remain objective when resolving incidents.
* Demonstrated ability to work independently in a team environment and with minimal supervision.
* Demonstrated ability to exercise good judgement and to respond appropriately and effectively in stressful situations.
* Must hold a current Standard First Aid Certificate, CPR level III and Automated External Defibrillator certifications.
* Must be willing to obtain non-violence crises intervention and defense tactics training and recertify annually.
* Must be available to work evenings, weekends and holidays as required.
* Must be available, on the premises, for entire shift (including paid lunch breaks) to respond to emergencies when necessary.
* Ability to regularly work alone; some flexibility required in changing shifts to ensure adequate services.
* Must be in good physical condition, be able to climb stairs, and do full security patrols of all Trent University Durham properties.
* Must have good report writing and notebook recording skills.