#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Security Guard (Bata Library)

**Job Number:** X-322 | VIP: 1143

**Band:** EXEMPT-2S

**Department:** Library & Archives/Risk Management

**Supervisor Title:** Manager, Campus Safety

**Last Reviewed:**  August 6, 2015

#### **Job Purpose:**

Under the general direction of the Manager, Campus Security, Manager, Library Services, and Manager, Finance & Administration, provides security services and participates in programs intended to establish and maintain a safe environment for study, research and working at the Bata Library.

#### Key Activities:

* Performs assigned security, health and safety, and fire prevention duties for the Bata Library facility.
* Performs regular security patrols and secures the building during lock-up/closing.
* Communicates with students, faculty, staff, and visitors, and encourages the reporting of incidents, problems, or occurrences that threaten a safe environment.
* Investigates, documents, and reports all security-related incidents and alarms.
* Identifies, documents, and reports potential physical and reputational risks to the Bata Library, and proactively responds following appropriate protocols.
* Enforces appropriate university and Bata Library regulations and policies.
* Collaborates with Trent University Campus Security Guards; requests assistance if needed, or as incidents escalate.
* Participates in emergency response exercises and fire drills.
* Investigates reports of faulty locking or safety systems and reports findings to supervisor.
* Collects and reports library occupancy data as directed.
* Other duties as assigned.

#### Education Required:

* Grade 12 Secondary School Diploma
* Valid Private Security and Investigative Services Act Licence
* Valid First Aid Certificate and CPR/Automated External Defibrillator (AED) Certificate
* Education in a security-related program is an asset

#### Experience/Qualifications Required:

* Security-related experience an asset
* Strong computer skills in a variety of relevant software applications (MS Office Suite, email, online forms, collaborative online workspaces, etc.)
* Awareness of personal safety issues, diversity and accessibility issues, and the security needs of those with special needs
* Training in Non-Violent Crisis Intervention or similar program
* Must be able to use discretion and maintain confidentiality
* Ability to interact professionally and effectively with all constituencies of the Bata Library community, as well as with internal and external emergency services contacts
* Strong customer service skills and ability to remain calm and objective when resolving incidents
* Demonstrated ability to work independently and in a team environment and with minimal supervision
* Demonstrated ability to exercise good judgement and to respond appropriately and effectively in stressful situations
* Must be available to work evenings and weekends
* Must be available, on the premises, for entire shift (including any paid 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 Bata Library
* Must have good report writing and notebook recording skills

#### Supervision:

* No formal supervision of others is required.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

#### Working Conditions:

##### Physical Environment

* Primarily working inside under normal lighting and temperature conditions. Occasional external patrols of Bata Library at night in various types of weather.

##### Psychological Environment

* Complaints, resistance to following rules and policies, time pressures, dealing with stressed/violent/frustrated/angry/upset/intoxicated people, interruptions, repetition of duties

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| Job Evaluation Factors |
| Analytical Reasoning The broad range of discovered or reported incidents require the incumbent to independently consider many competing interests without the benefit of direct supervision. Incumbent must exercise judgement and “discretion” to determine best means of resolving a wide variety of security and safety-related incidents in a manner consistent with security and University policies, as well as legislation and criminal code. In order to make effective decisions, the incumbent must analyze numerous facts and factors to determine the most appropriate way to resolve the incident. |
| Decision Making The incumbent will not be directly supervised and will be responsible as the primary Security Guard within the Bata Library. As such, they will be faced with making the initial decisions regarding security and safety of students, faculty and staff studying, working and utilizing the library spaces. They will have to decide whether to involve Trent University Campus Security Guards and/or Emergency Services. The Bata Library Security Guard will also be the point of first contact for people requesting security assistance and their initial decision-making skills will impact the safe outcome of events. Decisions that affect personal safety, up to and including death, are required to be made quickly and without immediate access to a supervisor or University policy. Incumbents must have a strong working knowledge of legislation and policy, and make sound and timely decisions. |
| Impact Failure to make appropriate decisions could result in loss of life, injury, property damage, and corresponding financial, legal and reputational impacts, potentially in the thousands or even millions of dollars. |
| Communication **Internal Contact**  Students, staff, faculty, and community members for many security, safety, and access related issues  Examples: Rule enforcement, resolving disputes, intervening or taking reports of assaults, theft, property damage, harassment, intimidation. Security provides advice to victims of crime. Must interact with all members of the extended Trent University community in often highly emotional situations. Must be clear, reassuring, supportive yet assertive. Must have Non-Violent Crisis Intervention skills to diffuse potentially violent situations.  Trent University Campus Security Staff  Examples: Communicate with other Trent University Campus Security staff while on duty; attend training; provide support and assistance when requested.  Library management and staff  Examples: Written and verbal reports of incidents or issues encountered during shift or patrols, working collaboratively with staff on site to address issues or receive updates on procedure or policies.  **External Contacts:**  Emergency services (police, fire, EMS), contractors, visitors. |
| Motor/ Sensory Skills **Motor Skills:**  **Skill Type** **Job Requiring**  Keyboarding, operating radio, mobile phone, AED, strength to ensure that NVCI protocols can be followed with no injuries.  **Sensory Skills:**  **Skill Type** **Job Requiring**  Visual Observation for damage, problem areas, people activity, signs of theft, often after dark.  Smell Unusual odours from areas or equipment that would indicate malfunctions, drug use.  Hearing Listening to unusual noises that could indicate a crime in progress, alarms.  A high level of sensory awareness is required to detect problems. |
| Effort **Mental Effort:**  **Description** **Job Tasks Required**  Shift work Change of schedules due to staff levels, illness and vacations, requires  incumbent to work nights and weekends  Sensory effort Reacting/responding to unusual circumstances, sustained sensory awareness, monitoring external and internal Bata Library video surveillance systems  Sustained attention Incident involvement can require constant attention, multiple calls  compound this  Information E-mails and telephone requests for service.  **Physical Effort:**  **Description Job Tasks Required**  Walking/Standing Foot patrols of all floors and internal/external spaces of Bata Library.  Equipment Required equipment such as utility belt are heavy. |
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