

## **POSITION SUMMARY**

### **QUEEN'S UNIVERSITY - GENERAL STAFF**

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POSITION TITLE:	Security Patroller		
DEPARTMENT:	Campus Security and Emergency Services		
POSITION NUMBER:			
GRADE:	3	EFFECTIVE DATE:	October 24, 2022

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#### **JOB SUMMARY:**

The mandate of Campus Security and Emergency Services (CSES) is to promote a safe and welcoming environment that recognizes and is respectful of the diverse nature of the Queen's University Community.

Reporting to the Managers, CSES, and receiving daily work direction from the Security Supervisors (Supervisors) on shift, the Security Patrollers (Patrollers) are responsible for the safety and security of university faculty, staff, students and visitors and to protect university property under the Supervisors' direction. The Patrollers follow the policies and procedures set by the university's security program and complies with all applicable regulations and laws to ensure the safety of the campus. In addition, the Patrollers provide the Supervisors statements of their observations and assist in collecting evidence where directed, while understanding the need to be respectful to victims, students, faculty, staff, and visitors.

Committed to equity, diversity and inclusion, and in a collaborative team environment, the Patrollers interact with students, faculty, staff, visitors, and community partners providing holistic security for the university by positively engaging the campus community by attending events and performing foot patrols.

Providing an important service to the university Community on a 7/24/365 basis, the Patroller will work rotating shifts and irregular overtime, sometimes at short notice, including covering for staff who are sick or in response to emergency situations.

#### **KEY RESPONSIBILITIES:**

- Perform work in accordance with the provisions of the Private Security and Investigative Services Act and regulations.
- Foster a culture of campus community engagement through positive interaction with the university community by attending and engaging at events and conducting patrols.
- Maintain a visible presence on campus and provide valid warnings to students, faculty, staff, and visitors, who create disturbances.
- Patrol university premises to prevent and detect signs of mischief and ensure security of doors, windows, gates, and the general grounds.
- Accurately document all activities and provide witness statements to a Supervisor as required.
- Immediately report emergencies and major incidents to the Supervisor to ensure the safety of students, faculty, staff, and visitors to the university.
- Grant access when authorized by a Supervisor to university buildings, offices, labs, parking lots, etc.

- Under the direction of the Supervisor, protect evidence, which may be referred to the police and provide on-site assistance to victims.
- Provide personal safety escorts for members of the university community.
- Assist the Security Supervisors in executing the campus security plan at major university events, including but not limited to Orientation Week, Homecoming, Christmas Shutdown, St. Patrick's Day, and expected or unplanned demonstrations.
- Understand the importance of human rights and treat people with respect and dignity.
- Undertakes other duties in support of the department as required by the Supervisor, Director or Managers.

#### **REQUIRED QUALIFICATIONS:**

- Post-secondary education in security and/or law enforcement or equivalent combined with previous experience in a related field, preferably in a university or institutional environment.
- Able to obtain a Private Security & Investigative Services Branch Security Guard Licence with the Ontario Ministry of the Solicitor General.
- Willing to participate in on-the-job training to obtain the required security guard license.
- Must be familiar with and able to enforce the provisions of the Criminal Code of Canada, the Trespass to Property Act, the Youth Criminal Justice Act, the Liquor Licence Act and the Queen's University Student Code of Conduct.
- Understanding of non-discriminating practices and issues of equity and diversity, such as accessibility, faith requirements, gender identity, and cultural differences.
- Knowledge of the university campus, organizational structure and procedures would be considered an asset.
- Experience with two-way radio systems and alarm systems including intrusion, fire, and mechanical would be considered an asset.
- Possess a valid Class G Ontario Driver's Licence.
- Certified in First Aid and CPR
- Satisfactory Criminal Record Check and Vulnerable Sector Check.
- Consideration may be given to an equivalent combination of education and experience.

#### **SPECIAL SKILLS:**

- Ability to work as a member of a team within a group.
- Proficient verbal and written communication skills.
- Interpersonal skills, and a positive attitude while conducting themselves in a pleasant, responsive professional manner.
- Ability to maintain composure dealing with incidents, multiple priorities, and in emergencies to effectively resolve the situation.
- Proficiency in the use of computers, including word processing, spreadsheet and other software application programs.
- Possess good judgment and common sense and be able to de-escalate confrontational situations with students, faculty, staff, and visitors to campus.
- Ability to use discretion and good judgment in dealing with sensitive or confidential information, including the ability to discern when sensitive issues should be referred to the Supervisors, Managers or the Director.
- Ability to work effectively and respectfully in a socially and culturally diverse community.
- Ability to adhere to strict confidentiality.
- Ability to climb stairs and walk approximately 8- 12 km per shift in all weather conditions.
- Ability to work rotating shifts and irregular overtime, sometimes at short notice, including covering for staff who are sick or in response to emergency situations at the university.

**DECISION MAKING:**

- Ability to realize security related incidents that require a Practitioner's or Supervisor's support or direction.
- Ability to provide clear concise evaluations of incidents they encounter or are responding to.

**RESEARCH ASSESSMENT QUESTIONS:**

YES NO

1. Is this position technical in nature in a teaching or research lab or lab-related area?

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2. Does this position support a research project?

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If yes, indicate name of the project:

3. Does this position report directly to a Principal Investigator (PI)?

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If yes, indicate name of the PI:

**SIGNATURES:**

Date

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Incumbent

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Manager

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Department Head/Director or Designate