A. IDENTIFICATION

Position Title: SECURITY SUPERVISOR  
Department: Campus Safety & Security Services  
Positions Reports to (Title): Director, Community Safety

Description Prepared by: Date: May 27, 2015

B. POSITION SUMMARY

The Security Supervisor is responsible for overseeing and facilitating the front line crime prevention and resource protection services necessary to ensure the general safety and security of the University community and property. The Security Supervisor serves as the primary investigator of criminal activities on campus and acts as the initial Incident Commander, in concert with internal and external emergency response personnel and agencies, in the investigation of incidents which pose a potential liability to the University. The incumbent of the position provides leadership and/or supervision for the contract security patrol personnel and Student Campus Safety Program staff assigned to Community Safety. The Security Supervisor facilitates public education seminars, programs, and projects to enhance community involvement in matters pertaining to personal safety, security, and crime prevention.

C. DUTIES AND RESPONSIBILITIES

Description:  

Investigations & Administration: 40%

Oversees and facilitates the front line crime prevention and resource protection services necessary to ensure the general safety and security of the University community and property.

Conducts investigations of serious safety and security incidents and special investigations of a sensitive nature. Identifies and interviews witnesses, victims, and suspects. Identifies and gathers evidence by applying experience, special skills, surveillance techniques, and using technical equipment. Prepares evidence, writes court briefs, and investigational reports to assist campus authorities, Crown Prosecutors, or the police on internal and criminal investigations.

Reviews departmental Incident Reports, ensuring they are properly articulated, accurate, and complete and that they follow proper investigative process in accordance with federal and provincial legislation, University, and departmental policy.

As required, attends and gives evidence in internal hearings and criminal or civil court relating to such investigations, or provides guidance to other Campus Safety & Security (CSSS) personnel who are called as witnesses.
Oversees minor investigations conducted by security staff and provides professional guidance and advice to ensure proper investigative process is followed, in accordance with federal and provincial legislation, and University and departmental policy.

Reviews daily Incident Report Summaries, identifying trends affecting safety and security, and advising departmental management accordingly, with recommendations for mitigating action. Ensures summaries are distributed to elements of the University administration.

Processes applications for special events on campus, in consultation with the Director, Community Safety to ensure all liquor license requirements are met.

Determines security requirements for each event, manages security staff assigned to events, and monitors event activities for compliance with provincial legislation and University policy and makes decisions regarding courses of action to be taken should there be breaches of legislation and/or policy.

Develops Operation Orders to outline CSSS response to forecasted large scale events. Compiles after-action reports to identify challenges and opportunities for improvement in planning and response at the conclusion of events.

Reviews and develops new Standard Operating Procedures (SOP) as required.

Performs duties to ensure the administration of the campus safety and security programs by ensuring the continuity of investigations, and overseeing the continuity of administration and operations from one shift to another; and maintaining and updating emergency plans and emergency contact phone numbers to enhance communications with regards to emergency response notification during critical incidents.

Performs duties at any of the university’s three campuses.

Operates fleet patrol vehicles in varying weather and traffic conditions.

**Supervisory Duties:**

Oversees the day-to-day operations of the 24 x 7 Security Operations Centre. Follows up by taking appropriate action, authorizing after hours call outs for electrical, plumbing, mechanical, snow removal services, or other service personnel as required, or refers matters to other appropriate parties.

Manages contract security staff and oversees student patrols engaged in public safety and asset protection duties. Provides guidance as it relates to training, and participates in the hiring of contract security staff.

Conducts quality control checks of security services provided by staff through liaison with community members and external stakeholders.

Reviews patrol-generated administration submitted by staff for accuracy, completeness, and proper investigative procedure in accordance with departmental Standard Operating Procedures (SOP). Manages and effectively deploys staff to facilitate room openings and closing and other services, as required, to ensure the operational continuity of the University.

Oversees the daily operation of the department’s Lost & Found program, ensuring property is processed according to departmental SOP. Ensures evidence is logged and secured in accordance with SOP.
Community Outreach: 10%

Acts as a liaison with other campus departments within an assigned zone providing education and information regarding CSSS programs and services, and facilitates those programs.

Under the direction of the Director, Community Safety provides on-site public safety and asset protection advice and consultation services to management staff at the Surrey and Vancouver campuses to ensure the continuity of safety and security programs at those locations.

Provides physical security audits applying CPTED principles, and compiles related reports and documentation for review by department leaders.

Prepares and provides personal safety and public education discussions and seminars to campus groups and staff, and upon request provides one-on-one personal safety consultation services.

Incident Command: 5%

Responds to incidents, and manages CSSS response to emergency situations, criminal activity, and other major events. Makes immediate and appropriate decisions in order to prevent or minimize personal injury and/or damage to personal and public property.

Acts as an on-scene Incident Commander for all emergencies, demonstrations, large protests, and events on campus, working in a unified command capacity with local police, fire, and emergency health services agencies. Provides leadership to contract and student staff, and other assigned personnel during emergency situations. Provides information and recommendations to the University’s Emergency Operations Centre (EOC).

Compiles intelligence and information received from the field and deploys campus security resources in a manner that mitigates risk to the University in an effort to ensure life safety and operational continuity. Facilitates the activation of the EOC in the event of an emergency.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Makes decisions regarding:

Overseeing and facilitating the front line crime prevention and resource protection services necessary to ensure the general safety and security of the University community and property.

Conducting investigations of serious safety and security incidents and other special investigations of a sensitive nature.

Reviewing departmental Incident Reports, ensuring they are properly articulated, accurate, complete and that they follow proper investigative process in accordance with federal and provincial legislation, University, and departmental policy.
Handling of emergency and tense situations, drawing upon experience to know when emergency, facilities, or maintenance services need to be contacted to mitigate risk, and how to diffuse tense situations.

Making a citizen’s arrest of persons found committing criminal offenses on campus and whether or not to press charges against such persons found committing offenses.

Determining immediate corrective measures for staff, and the appropriate and professional handling of public complaints.

Overseeing the day-to-day operations of the 24 x 7 Security Operations Centre and authorizing after hours call outs for electrical, plumbing, mechanical, snow removal services, or other service personnel as required, or referrals to other appropriate parties.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Refers decisions regarding:

- disputed policy matters;
- significant and costly investigative response for major or highly sensitive criminal offenses;
- situations of political sensitivity or involving the personal security or criminal involvement of members of the faculty or staff, or harassment complaints involving senior university personnel;
- staff terminations or additions; and
- major emergencies pertaining to public safety and/or critical infrastructure failure.

E. SUPERVISION EXERCISED

Number of employees reporting directly to the position - 0*

Total number of employees for whom the position has direct responsibility - 0

*Provides operational supervision for 5 student staff and 4 - 6 contracted staff.
*Provides operational leadership for 30+ contracted and/or student staff for special events.

F. SUPERVISION RECEIVED

The Security Supervisor works under the general direction of the Director, Community Safety in planning and carrying out job duties consistent with security directives, policies, and procedures. Shift logs and incident reports are reviewed daily by the supervisor and guidance and suggestions are generally given in written form after the fact.

G. UNUSUAL WORKING CONDITIONS

The incumbent of the position is required to:

- work on a rotating shift schedule, Monday to Friday;
- work occasional weekends and extended hours;
- respond ‘on-call’ during university vacation periods and closures;
- provide ‘after-hours’ response to incidents;
- conduct duties in all kinds of weather;
- face exposure to serious risk of injury, death, and hazardous situations due to factors outside of direct control;
- respond to emotionally charged or otherwise intense situations such as medical emergencies, physical trauma, violence, harassment, intoxicated individuals, individuals suffering from mental disorders, hostile persons, unpredictable behavior, etc.;
- wear and maintain a uniform as issued by the University; and
- perform duties at any of the university’s three campuses: SFU Burnaby, SFU Surrey, or SFU Vancouver, as required.

**H. ENTRANCE QUALIFICATIONS**

Graduation from a Canadian law enforcement academy and a minimum of three years of experience in operational law enforcement role or in a high level corporate security environment including experience supervising personnel; conducting investigations; gathering and securing evidence; compiling investigation reports and related documents; and providing evidence in a court setting, or an equivalent combination of education, training, and experience.

- Excellent leadership and team management skills.
- Excellent conflict resolution, interpersonal, and communication skills (oral, written, and presentation).
- Good analytical thinking skills.
- Ability to make good decisions with conflicting or incomplete information.
- Ability to exercise personal initiative and professionalism when completing projects as an individual or as a member of a team.
- Ability to provide effective operational supervision of contract security and student staff.
- Ability to conduct public presentations.
- Ability to obtain a Certified Security Supervisor (CSS) designation within one year of hire.
- Ability to maintain Incident Command System (ICS) Level 1 certification within one year of hire.
- Ability to maintain a RCMP Enhanced Reliability security clearance.
- Ability to maintain a Vulnerable Sector Screening (VSS) clearance.
- Ability to maintain a valid Class 5 BC driver’s license.
- Ability to maintain a valid BC Security Worker’s license.
- Ability to perform the physical duties of the position (e.g., climbing multiple sets of stairs in succession; standing and walking for long periods; and lifting up to 50 kg.).
- Proficient in the use of Microsoft Office suite applications (e.g., Word, Excel, Powerpoint).
- Proficient in the use of incident report and dispatch data management systems (D3, PPM2000).

**I. ORGANIZATIONAL RELATIONSHIPS**

- Director, Community Safety
- Security Supervisors (4)
  - 5 student staff
  - 4 - 6 contracted staff.
  - 30+ contracted and/or student staff for special events.
J. APPROVALS

Incumbent’s Signature: ___________________________ Date: ________________

Supervisor’s Signature: ___________________________ Date: ________________

Signature of Next Administrative Level: ________________ Date: ________________