

IDENTIFICATION

Job Title:	Safety and Security Officer	Division:	University Infrastructure
Title of Immediate Supervisor:	Manager, Safety and Security Services	Position Number:	
Supervisor's Title:		Effective Date:	TBD

Purpose of the Role

Summarize, in a few sentences, the purpose of the job within the context of Yukon University. It is not detailed list of how the job is done, or a list of tasks and activities, nor is it a list of duties or responsibilities. It should answer the following questions:

- What is it that the job is intended to achieve?
- What would not get done if the job did not exist?
- What is the contribution that the job makes to Yukon University?

The Safety and Security Officer safeguards people, property and facilities at Yukon University campuses. They provide customer service to students, faculty, staff and visitors by offering assistance and information. This Safety and Security Officer contributes to the creation of a safe and secure community that focuses on the wellbeing of individuals and the protection of property.

Key Responsibilities

Indicate the key responsibilities of the job (maximum 5-7). Main duties/responsibilities are used to define the work that needs to be performed in a job on a regular basis (this is not a list of tasks). Indicate important details to provide a broad overview of the role and its responsibilities. Include the impact the job will have on the organizations' results and level and type of interactions the job has both within and outside the organization. Begin your statement using an action verb, if possible.

1. Provide customer service to the general public, students, staff and faculty
2. Provide access to rooms and buildings as required for students, staff, faculty and contractors
3. Perform routine security and public safety patrols of buildings and grounds including keeping exits accessible, locking and unlocking doors, checking for damage, theft, or unsafe environments, and investigating suspicious activity
4. Monitor security systems and respond to alarms according to established procedures
5. Provide first-line emergency response including providing first aid if necessary and act as the University liaison with Emergency Services
6. Complete Incident Reports as required for all non-routine responses to incidents.

People Leadership

What type of leadership and/or supervisory responsibility for other employees of the organization does this role have? This includes the nature of and complexity of leadership required in the role. Leadership over a project or thought leadership should be included.

1. The Safety and Security Officer takes a leadership role when providing first-line emergency response. This involves taking a lead role when assessing the situation to ensure the safety of themselves and others and if necessary, providing first aid, employing de-escalation strategies, contacting Emergency Services and/or controlling access to University property.
2. The Safety and Security Officer may be required to train colleagues in work procedures.

JOB ELEMENTS

Decision - Making

Indicate typical decisions made independently and/or those that the job is involved with (less than 5). A decision may consist of a choice of a specific course of action or the choice to recommend course of action to someone else. It may impact resources, policy or program development direction, compliance, service, or program delivery, etc.

Statements should provide indications on the nature of the involvement (recommending, advising or formal sign off).

1. Recommending solutions to the general public and members of the University community for non-emergency inquiries
2. Determining an appropriate response to safety and security emergencies
3. Determining when and what Emergency Service to contact and what information can be shared
4. Advising the Manager, Safety and Security Services of possible solutions to recurring issues.

Communication and contacts

Indicate the main interactions (including verbal and written interactions) taking place on a normal and regular basis, with Yukon University's internal or external contacts, partners and/or interest groups. Describe the nature of communication, if possible, using action verbs such as exchange/share, questions and explain, counsel, influence, convince, etc. Given the breadth of situations in which interpersonal skills can be applied, particular attention should be paid to the purpose for interaction, the context and the frequency.

1. Supervisor - To exchange information, receive directions, and resolve problems. Daily
2. Students - To exchange information and instructions, provide services and resolve problems. Daily
To manage conflicts and confrontations and deescalate situations – As required
3. Staff and Faculty - To exchange information and instructions, provide services and resolve problems. Daily
4. Government of Yukon Staff and Contractors - To exchange information and instructions, provide services and resolve problems. As required
5. Facility User Groups - To exchange information and instructions, provide services and resolve problems. Weekly
6. Emergency Services – To communicate emergencies, resolve problems, consult on issues and exchange information. As required.

Knowledge and Experience

Indicate the minimum requirements in terms of level of education and specify the field of study related to the level of education. This may differ from the job's incumbents' actual level of education. Describe the level of knowledge and business acumen required to perform the job in an effective manner. Also indicate the minimum required number of years and type of relevant experience required.

1. Education – Grade 12
2. Knowledge
 - a. Knowledge of safety and security protocols
 - b. Knowledge of safety and security systems and equipment
 - c. Basic computer skills using integrated databases and MS Office including Word and Excel
 - d. Knowledge of safety and security investigation techniques.
3. Skills
 - a. Ability to de-escalate and resolve conflicts and complaints
 - b. Ability to provide an emergency response
 - c. Ability to problem solve and provide effective solutions in a timely manner
 - d. Ability to stay calm in stressful situations.
4. Business Acumen
 - a. Professional and confident image

<ul style="list-style-type: none">b. Strong customer service focusc. Strong interpersonal and communication skills (verbal and written)d. Integrity. <p>5. Relevant Experience</p> <ul style="list-style-type: none">a. Safety and Security Officer with one year of experience

WORKING CONDITIONS

Specific Working Conditions & Requirements
<p><i>Indicate any exceptional or challenging working conditions and/or requirements associated with this position (for example, requirements to respond to clients in opposing time zones, to travel extensively, physical effort, which are an inherent part of the job, etc.).</i></p> <ul style="list-style-type: none">1. Must be able to stand and walk up to 10 hours per day2. Must be able to work outside in adverse weather conditions including shoveling snow3. Must be able to work independently4. Must be able to remain calm and functional in potentially dangerous situations including encountering abusive individuals and unsafe environments5. Must be able to lift up to 40kg.