

I. DESCRIPTION OF WORK

Positions in this banded class perform protective, security, enforcement and public contact work in support of campus operations. Work involves securing, guarding, and protecting property and grounds by patrolling the interior and exterior of facilities via foot, vehicle, bicycle, or other mode of transport and by monitoring activities using surveillance cameras, alarm panels, card access, or other electronic security systems. Work includes guarding property against fire, damage, theft, or other hazards; monitoring assigned areas for possible violation of policies, regulations, and rules of conduct; recognizing and reporting unusual, suspicious, or hazardous situations; providing information and assistance to the public; operating and maintaining security and enforcement equipment; and maintaining related records and reports. Work requires knowledge of the standard safety, surveillance, security and/or parking enforcement practices and equipment; basic knowledge of standard methods of reporting and handling emergencies such as disturbances and fires, medical and security threats; knowledge of applicable policies, rules, and regulations. Positions maintain confidentiality and discretion in the course of conducting business; they work individually and/or with others; and they adapt to change and circumstances. Positions may require shift, weekend, and/or overtime work.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level perform entry-level security work. Positions work independently while reporting to supervisor on a regular basis, demonstrating basic knowledge of rules, regulations, and procedures applicable to area of work. Positions at the contributing level are usually assigned to provide security for buildings, property, or shifts that have an assessed risk that is generally low. They may guard or control entry access for a single building. Typical duties include patrolling on foot, reporting hazards or unusual activity, and locking/checking doors.</p>	<p>Positions at this level perform technical security and enforcement work. Positions work independently while reporting to supervisor on a regular basis, demonstrating full knowledge of rules, regulations, and procedures applicable to area of work.</p>	<p>Positions at this level perform technical security and enforcement work. Positions work independently, demonstrating in-depth knowledge of rules, regulations, and procedures applicable to area of work. They serve as a lead officer.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Ability to keep abreast of and adapts to changes in the security field.
Communication	Ability to convey information orally or in writing to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to messages from others.
Security, Patrol, & Enforcement	Ability to patrol, guard, and secure property and grounds. Ability to monitor assigned areas for possible violation of laws and regulations and issue citations when appropriate.
Decision Making	Ability to identify problems/concerns and quickly take appropriate action consistent with available facts, constraints, and anticipated consequences.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Contributing	Journey	Advanced
<p>Understanding of basic protective and security practices.</p> <p>General, working knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to recognize and report situations that may violate the policies, rules, and regulations. Basic knowledge of the operations of the organization and familiarity with the infrastructure of the assigned area (e.g., roads, buildings, location of exits).</p> <p>Ability to operate basic equipment such as radios, switchboards/phones, flashlights, fire extinguishers, bicycles, or motorized vehicles. Ability to use the basic functionality of security/surveillance systems for monitoring.</p> <p>Ability to adapt to changes in security procedures and systems adopted by the department.</p>	<p>Understanding of protective, security, and enforcement practices. Knowledge and skill in basic first aid. Ability to apply considerable knowledge of property security and enforcement procedures.</p> <p>Thorough knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to explain, apply, and enforce the policies, rules, and regulations. Organizational awareness and working knowledge of the infrastructure of the assigned area.</p> <p>Proficiency in using a variety of security and enforcement equipment, which may include parking meters, vehicle boots, gates, alarm panels, radios, cameras, and electronic ticketing devices. Ability to use the full functionality of security/surveillance systems. May require ability to perform routine maintenance on equipment.</p> <p>Ability to keep abreast of developments in security practices.</p>	<p>Ability to train others in protective, security, and enforcement practices and codes of conduct. Ability to instruct others in property security and enforcement procedures.</p> <p>Expert knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to interpret the policies, rule, and regulations in unique or unprecedented situations. Ability to model organizational awareness and applies considerable knowledge of the infrastructure of the assigned area.</p> <p>Expertise in using a variety of security and enforcement equipment. Ability to troubleshoot and perform routine maintenance on equipment. Ability to train others on use of equipment.</p> <p>Ability to seek resources needed to keep self and others current with emerging security practices. May require ability to take a lead role in the implementation of new or revised practices or participate in the development of new/revised procedures.</p>

Communication

Ability to convey information orally or in writing to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to messages from others.

Contributing	Journey	Advanced
<p>Ability to listen and understand messages and instructions from others. Ability to gather information as needed. Ability to transmit radio messages using established protocols and procedures. Ability to provide routine responses to general requests for information.</p> <p>Ability to maintain logs and records.</p> <p>Ability to acquire basic understanding of working relationships with co-workers, supervisors, and emergency response personnel, and the general public.</p>	<p>Ability to communicate regarding issues that require some judgment or interpretation. Ability to explain policies, rules, and regulations with tact and courtesy.</p> <p>Ability to complete reports; ability to write citations.</p> <p>Ability to interact with co-workers, supervisors, emergency response personnel, university officials, and the general public to provide assistance and relay information.</p>	<p>Ability to negotiate and resolve conflicts. May require ability to make presentations to groups.</p> <p>Ability to make recommendations regarding revisions to established formats for departmental records and reports. May require ability to review and/or summarize reports prepared by others.</p> <p>Ability to lead and teach others.</p>

Security, Patrol, & Enforcement

Ability to patrol, guard, and secure property and grounds. Ability to monitor assigned areas for possible violation of laws and regulations and issue citations when appropriate.

Contributing	Journey	Advanced
<p>Ability to patrol, monitor, and guard assigned area.</p> <p>Ability to recognize, identify, and report unusual, suspect, or hazardous activities or conditions.</p> <p>May require ability to provide limited support for special events.</p>	<p>Ability to patrol, monitor, and guard an area with a higher assessed risk.*</p> <p>Ability to issue warnings or citations. Ability to assist in emergency response.</p> <p>Ability to provide support for special events; ability to control and direct traffic of people and vehicles; ability to erect barricades; ability to provide motorist assistance</p>	<p>Ability to coordinate security or enforcement for an assigned area or shift.</p> <p>Ability to train and advise others on security, patrol, and enforcement procedures.</p> <p>Ability to coordinate security and support for special events.</p>

*Due to scope/nature of normal business operations in the assigned area/shift, volume of pedestrian/vehicle traffic, value of property guarded, and prior history of incidents.

Decision Making

Ability to identify problems/concerns and quickly take appropriate action consistent with available facts, constraints, and anticipated consequences.

Contributing	Journey	Advanced
Ability to recognize, identify, and report unusual, suspect, or hazardous activities or conditions. Ability to refer non-standard questions and problems to higher levels.	Ability to analyze situations in order to make quick, sound decisions; ability to recognize critical incidents; ability to initiate action based upon acquired information and knowledge of operating procedures.	Ability to independently resolve issues and problems. Ability to serve as a resource for others in resolving unprecedented, non-standard issues and problems.

V. MINIMUM TRAINING & EXPERIENCE

High School diploma or equivalency and demonstrated possession of the competencies necessary to perform the work. Some positions may require valid N.C. driver’s license.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.