

Property Security Officer

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.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

Knowledge – Technical: Understanding of basic protective and security practices. 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). 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. Ability to adapt to changes in security procedures and systems

Communication: 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. Ability to maintain logs and records. Ability to acquire basic understanding of working relationships with co-workers, supervisors, and emergency response personnel, and the general public.

JOURNEY

Knowledge – Technical: 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. 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. 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. Ability to

Security, Patrol, & Enforcement: Ability to patrol, monitor, and guard assigned area. Ability to recognize, identify, and report unusual, suspect, or hazardous activities or conditions. May require ability to provide limited support for special events.

Decision Making: Ability to recognize, identify, and report unusual, suspect, or hazardous activities or conditions. Ability to refer non-standard questions and problems to higher levels.

Security, Patrol, & Enforcement: Ability to patrol, monitor, and guard an area with a higher assessed risk. Ability to issue warnings or citations. Ability to assist in emergency response. 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

Decision Making: 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.

keep abreast of developments in security practices.

Communication: 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. Ability to maintain logs and records. Ability to acquire basic understanding of working relationships with co-workers, supervisors, and emergency response personnel, and the general public.

ADVANCED

Knowledge – Technical: Ability to train others in protective, security, and enforcement practices and codes of conduct. Ability to instruct others in property security and enforcement procedures. 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. 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. 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.

Communication: Ability to negotiate and resolve conflicts. May require ability to make presentations to groups. 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. Ability to lead and teach others.

MINIMUM TRAINING AND 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.

Security, Patrol, & Enforcement: Ability to coordinate security or enforcement for an assigned area or shift. Ability to train and advise others on security, patrol, and enforcement procedures. Ability to coordinate security and support for special events.

Decision Making: Ability to independently resolve issues and problems. Ability to serve as a resource for others in resolving unprecedented, non-standard issues and problems.

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