

Class No.:	Admin
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## **MANAGER, OPERATIONAL SECURITY AND PARKING**

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### **NATURE AND SCOPE OF WORK**

This position is responsible for overseeing all aspects of the University's security services including security of persons and property on campus. The work involves managing the contract for external security services, investigating security incidents, assessing security risks, and providing recommendations for processes and procedures to enhance overall campus security.

Additionally, the incumbent will establish a social and physical environment that contributes to the quality and excellence of the University including the protection of life and property, preservation of peace and good order around the university campus, enforcement of laws and regulations, planning, facility and data security, personnel clearances, and community outreach.

This position reports to the Director of Safety & Emergency Services.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

- Ensures the external security staff's response to emergency situations, fire and security alarms, medical emergencies, crimes in progress, hazardous materials, violence, motor vehicle incidents, emergency power failure or unforeseen events which may affect the University's ability to meet contractual requirements and Standard Operating Procedures.
- Responsible for creating a team approach within their portfolio as well as developing and maintaining effective working relationships with a variety of internal and external groups.
- Investigates and makes immediate and appropriate decisions in order to prevent or minimize personal injury and/or damage to personal and public property.
- Manages the contracted security and parking services. This includes ensuring the contracting firm meets their contractual obligations.
- Oversees the monitoring of campus property in order to prevent or minimize safety or security violations by monitoring fire, intrusion and security access system alarms, close circuit television systems, emergency telephone calls, weather and road conditions and

identifying other safety and security delivery. Conducts emergency and after-hours contacts to established personnel when safety, security or emergency situations occur.

- Prepares regular statistical reports of security incidents by category including comparative information to previous years.
- Conducts and oversees investigations of serious incidents by identifying and interviewing witnesses, victims, suspects, and relevant parties. Uses experience, special skills, surveillance techniques and equipment to identify and gather evidence. Prepares investigation and evidentiary reports for support to police and campus authorities in respect to internal and criminal investigations. Liaises with appropriate authorities, as required.
- Works with the Manager, Security Technology and Access and the Manager, Safety & Emergency Management Systems to establish Integrated Management System. Manages self-inspections, compliance audits and security inspections by external agencies ensuring that Crime Prevention Through Environmental Design (CPTED) principles are applied.
- Checks entries and reports submitted by contract security staff for detail, accuracy, and completeness.
- Ensures staff receive appropriate safety and other training to effectively carry out their responsibilities.
- In consultation with People, Culture and Diversity, administers the collective agreement in relation to staff, including hiring, discipline as applicable, authorizing overtime, leaves, and other similar requests and representing management, where required, in the grievance process.
- Assesses program security risk to develop appropriate security strategy.
- Assesses safety and security risks and makes recommendations to assist in preventing loss.
- Participates in threat assessment meetings to assist in decision making on a course of action.
- Reviews liquor license applications from a security aspect and makes arrangements for appropriate security staffing.
- Participates and acts as a resource on relevant University committees. Liaises with local police and community groups as required.
- Develops sources and liaises with appropriate law enforcement and intelligence officials as well as peers in the public and private sector.
- Assists University administration in identifying and assessing strengths, opportunities, risks, vulnerabilities, and threats which could impact security operations.

- Continuously seeks to stay current and aware of emerging areas in the field by monitoring relevant publications, attending seminars, and training sessions, maintaining professional certification(s), and participating in conferences and professional organizations.
- Assume other related duties as assigned by the Director Safety & Emergency Services.

#### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Extensive knowledge of personal safety and security issues, regulations, and practices.
- Thorough knowledge of outsourced contracted security and alarm services.
- Thorough knowledge of the physical campus and related security systems and equipment's functional operation
- Thorough knowledge of University policies/procedures for complaints, investigations, and security/safety issues.
- Demonstrated analytical and investigative skills and oversees the investigation and correction of all security issues.
- Demonstrated ability to organize the work of a team, plan, and schedule, direct, supervise, and evaluate the work of employees.
- Strong mentorship/training skills.
- Ability to deal tactfully and diplomatically with a diverse public and maintain a high standard of professionalism and customer service.
- Ability to remain calm and focused under pressure and provide exemplary leadership and direction during times of emergency sometimes outside of normal working hours.
- Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately, and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.
- Ability to maintain good working relationships with and provide advice to all persons associated with or in contact with Security/First Aid and its services.
- Ability to communicate effectively both verbally and in writing.
- Ability to ensure continuity of Security and First Aid services and ensure customer satisfaction to the University community.

- Ability to prepare written reports on safety/security matters, policies, procedures, and changes to the Security services.
- Ability to develop, plan, execute and complete multiple projects simultaneously.
- Ability to work well under pressure and to effectively meet deadlines and organizational requirements.
- Demonstrated knowledge of the budgeting process and ability to manage project and portfolio budgets in a forecasted budget.
- Ability to effectively use technology, including Microsoft Office Suite, especially Word, Excel, and Visio.
- Proficiency and familiarity working with security system related equipment such as video surveillance cameras, radios, and security alarm systems, etc.
- Ability to physically perform any part of the work required including patrolling the campus.

#### **REQUIRED TRAINING AND EXPERIENCE**

- Completion of a bachelor's degree in a relevant discipline.
- Five to ten years of experience in security management, with a minimum of three years of experience as a leader or supervisor.
- Proven investigation experience.
- Familiarity with the post-secondary environment would be an asset.

#### **REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS**

- Basic Security Training (BST) and valid B.C. security license.
- Holds and continually maintains a valid class 5 British Columbia driver's license.
- Certified Protection Professional (CPP) or Physical Security Professional designation would be an asset.
- Candidates selected will be subject to a security clearance and must meet all eligibility requirements for access to classified information.