FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical Class Series: Specialty

Grid: 25 Class Title: Protection Services Supervisor

I. Level Definition

Positions at this level supervise Protection Service Officers and other designated staff and patrol buildings and/or grounds to maintain and enforce security of persons and property including investigating disturbances and responding to emergencies. May provide medical assistance as a designated first aid attendant

II. Typical Duties

- 1. Supervises Protection Services Officers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- 2. Patrols and monitors buildings and/or grounds including utilizing computerized surveillance equipment and video monitoring systems. Enforces facility regulations and security procedures. Identifies risks, safety and security hazards and takes appropriate action as required.
- 3. Checks doors, windows and other entrances and secures same to prevent entry of unauthorized persons.
- 4. Investigates and resolves disturbances utilizing non-violent interventions. Utilizes physical control techniques such as applying restraints as necessary.
- 5. Responds to emergencies by performing functions such as assessing the situation, consulting with staff and others and taking appropriate action as required.
- 6. Provides security for patients, residents, staff, and the public by performing functions such as responding to requests for assistance and providing security escort as required.
- 7. Provides pre/post flight safety by performing inspections of heliports as required.
- 8. Liaises with outside agencies such as fire and police regarding issues such as fire and security protocol, response, incidents, and investigations.
- 9. Participates in photo identification and security system programs by performing functions such as taking staff photos, verifying information, and entering information into databases.
- 10. Responds to first aid events and administers first aid as required.
- 11. Maintains related records and prepares reports.
- 12. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12, successful completion of recognized Basic and Advanced Security Training certification, Occupational First Aid Level 2 plus three years of recent related experience or an equivalent combination of education, training, and experience. Holds a valid B.C. Security Guard License with applicable handcuff endorsement.

(2) Skills and Abilities

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to supervise.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

Awarded October 31, 2024 10916