

Job Class Profile: **Building Security Control Supervisor**

Pay Level: **CG-28** **Point Band:** **578-621**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	2	3	3	3	3	6	2	
Points	140	67	13	14	90	65	62	129	21	601

JOB SUMMARY

The Building Security Control Supervisor is responsible to provide administrative, supervisory and coordination support to the Manager of Building Systems & Security in the provision of specialized security services at the Confederation Complex and other Government owned and/or leased buildings and/or properties.

Key and Periodic Activities

- Supervises and coordinates security personnel to provide fire, life safety and security protection which includes scheduling, approving leave requests, maintaining a recall list and attendance records.
- Programs, modifies & disables access cards for employees and contractors in Confederation Complex and Office of the Chief Information Officer (OCIO) buildings.
- Maintains statistics for overtime and recall.
- Trains new and existing employees in all required security duties.
- Maintains records related to additional security requirements for various Government Buildings and completes bi-weekly salary cost recovery.
- Develops, modifies & researches Procedure Manual & Security Alerts and ensures enhanced security measures are enforced.
- Ensures security personnel enforce traffic regulations; reviews tickets for proper completion and forwards to Traffic Court.
- Acts as liaison with contractors for after hour access to Government Buildings.
- Provides medical assistance at or above the level of Emergency Medical Responder.
- Assists in the recruitment and selection process as required.
- Coordinates Emergency Medical Responder Courses and annual certification courses in Automatic External Defibrillators.
- Obtains quotes and orders security related materials.
- Receives complaints and resolves problems.
- Performs investigations into thefts, vandalism, disturbances, intrusion alarms, fire alarms & bomb threats and prepares related reports.
- Oversees readiness of First Aid rooms and maintains inventory of First Aid supplies and orders supplies.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of Building Control Systems, Procedures Manual, security alerts and task list for various buildings and sites, Confederation Complex Departments, mobile patrol checklist for various buildings and sites, Department of Transportation & Works parking regulations and Highway Traffic Act, Computer and Closed Circuit TV Systems, protocol for special events and official ceremonies, card access control points and levels of authorization, elevator service controls, Public Service Tendering Act, Emergency Medical Responder Certification, Automated External Defibrillators, CPR and oxygen therapy. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 2 Year Law Enforcement/Security Administration Diploma <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 4 to 5 years <p>Competencies:</p> <ul style="list-style-type: none"> — Proofreading — Operating a computer — Write straightforward text such as procedures, directives, memos, etc. — Analytical ability — Establish and maintain effective working relationships with employees and the general public. — Multi-tasking ability — Supervisory skills
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used including listening to information from other people and asking questions to get information, to hear complaints and resolve problems and conduct investigations, providing routine information and direction to security guards during security briefings as well as to the general public, training new and existing employees in all required security duties and gaining the cooperation of other security guards to complete work, address issues and/or solve problems. — Communications occur with employees within the immediate work area, department, other departments as well as the general public, suppliers/contractors and other municipal and federal government representatives. — The most significant contacts are with the supervisor for job assignment and discussion of issues or concerns, co-workers and employees within the immediate work area and executive officials to process visitor access requests and modify access cards.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — The demands of the job occasionally result in considerable fatigue requiring periods of rest. — Occasionally required to lift or move objects up to 50 lbs. when receiving and checking orders from suppliers.

- Work involves sitting at a desk operating a computer, scheduling and/or answering the telephone on a regular basis. Standing, walking and driving are required occasionally.
- Manual or physical activities include performing fine finger or precision work when operating a computer on a regular basis. Using gross motor skills such as walking and maintaining physical balance while standing for excessive periods is required occasionally.

Concentration

- **Visual concentration or alertness** is required to perform computer work including scheduling security shifts and maintaining statistics/records.
- **Auditory concentration** is required to listen to complaints, questions from staff and the general public and to listen for building alarms and requests for assistance.
- **Other sensory demands such as smell** may be used to detect smoke in buildings.
- **Alertness and concentration** are required when performing repetitive processes such as completing attendance and schedules, programming, modifying and disabling large volumes of access cards, calculating complicated salary costs recovery, check parking tickets for errors.
- **Higher than normal levels of attentiveness** and carefulness is required during fire alarms, bomb threats or other emergency situations and building evacuation is required, emergency first aid, a demonstration or ceremony where large numbers of elderly people are present or when threats are made against employees or visitors from aggressive and potentially violent people.
- Work is impacted by **time pressures/deadlines and interruptions and lack of control over work pace**. Time pressures and deadlines include scheduling and ordering uniforms. Interruptions include attending to security emergencies. Lack of control over the pace of work includes fire alarms, unscheduled protests or emergencies and providing enhanced security measures by calling in additional staff.
- **Eye/hand coordination** is required to provide medical assistance.
- **Exact results or precision work** is required when providing instructions to security guards, completing attendance and schedules, programming, modifying and disabling access cards, updating overtime records, and calculating complicated salary costs recovery.

Complexity

- Work involves the supervision of Security Guards and the coordination of activities that may be quite different depending on the event/situation requiring similar skills and knowledge.
- While some tasks can be repetitive in nature with clear solutions typically found from past practice, other tasks may be diverse involving a wide variety of responsibilities and solutions requiring the development of complex solutions.
- Typical challenges or problems include providing direction and support to security staff when dealing with individuals or groups that are representing significant or controversial issues and are trying to gain access into restricted areas of the Confederation Complex. Also, when House of Assembly is in session more diligence is required when visitors are permitted in the gallery.
- Reference material available to assist in addressing challenges problems and issues include a Procedures Manual, task list and other directives. Complicated problems or sensitive issues are referred to the Manager.

RESPONSIBILITY

Accountability and Decision-Making

- Generally work independently in carrying out the day-to-day responsibilities. Work tasks and activities are controlled and sensitive issues or complicated problems are referred to the Manager for direction.
- Decisions can be made on approval of leave requests, scheduling straight time and overtime, programming, modifying and disabling access cards for Confederation Complex and OCIO Building, selecting instructors and candidates for training courses, scheduling vehicle repairs and approving service requests forms.
- Approval is required for identifying contractors for service repairs to building and security system, hiring staff, making revisions to the Procedures Manual, changing security uniforms and for making large purchases.
- Discretion and judgement must be exercised when dealing with a protest or situations involving significant or controversial issues and when providing direction/advice on how to deal with situations that are not addressed by policy directives.

Impact

- Work results typically have an impact on immediate work area, department/group, and within the organization and occasionally on the general public as well as on resources such as equipment, processes and systems, information, finances, material resources, human resources, health and safety, corporate image and facilities when building and equipment are protected to ensure the safety and security of its occupants.
- Directions and advice provided to security personnel can impact services such as fire, life, safety and property and resource protection.
- Mistakes or errors can result in problematic individuals or groups gaining access to the building, a building access card could be issued incorrectly, systems and equipment could be damaged if not checked on a regular basis and an undetected problem with the fire system could result in loss of human and material resources as well as the facility.
- Errors or mistakes are typically addressed within hours of identification.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a large size work group of employees (> 10 employees).
- Development and leadership responsibilities include providing on-the-job advice/guidance to employees on Fire, Security and HVAC Systems, providing feedback to employees and input for performance assessments, providing orientation to new employees, providing on-the-job training, providing classroom type training to groups of employees related to demonstrations and ceremonies, acting as a technical mentor or advisor, building morale and employee relations, delegating/allocating tasks, participating in the recruitment and selection process, organizing and coordinating the work of contractors, students, etc and performing incidental checks of contractor's work.

WORKING CONDITIONS

Environmental Working Conditions

- No special requirements, precautions or safety equipment is required.
- There is limited likelihood of injury or illness resulting from hazards in the work.
- Exposure to limited lighting conditions, unusual/distracting noise, computer glare and occasionally exposed to physical dangers or threats.