

Job Class Profile: **Security Guard**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	4	4	2	2	2	1	5	
Points	93	33	25	19	60	43	41	21	54	389

JOB SUMMARY

The Security Guard is responsible for safeguarding and protecting buildings, property, staff and visitors. Responsible for ensuring regulations are enforced, patrolling, ticket writing, securing doors, filing security logs, report writing, and emergency response. May also perform guarded plant duties.

Key and Periodic Activities

- Patrols and conducts building security checks.
- Enforces facility regulations (i.e. smoking boundaries, issuing tickets, I.D. checks, ensuring no alcohol/drugs on premises).
- Writes memos, reports, letters, work orders and tickets.
- Conducts general maintenance and repair work (i.e. monitors mechanical or electrical equipment).
- Completes security logs in a database system for building entrance/exit and incident reports.
- Performs guarded plant duties (depending on work location).
- Responds to after-hours emergency calls and building alarms.
- Checks status and security clearance of after-hours staff and contractors.
- Clears snow, ice and other debris from fire exits.

SKILL

Knowledge

General and Specific Knowledge:

- Policies and procedures of work location, including emergency preparedness plan
- Specific security procedures (i.e. traffic control, ticketing and enforcement)

Formal Education and/or Certification(s):

- Minimum: High school diploma with a Certificate program in Law and Security.
- Additional: First Aid, WHMIS, etc. may be required.

Years of Experience:

- Minimum: Less than 1 year

Competencies:

- Respond to incidents/emergencies
- Good communication/interpersonal skills
- Report writing skills

Interpersonal Skills

- A range of interpersonal skills are used including listening to information and asking questions to get information/clarification and providing routine information and direction to the general public.
- Communications occur primarily within the immediate work area and department.
- The most significant contacts are with the supervisor for advice and guidance; general public who are accessing the buildings and staff who work in the buildings.

EFFORT

Physical Effort

- The demands of the job constantly result in fatigue requiring rest. Required to stand and walk a considerable portion of their shifts while making rounds and enforcing parking regulations.
- Occasionally required to lift or move objects (i.e. office furniture, snow removal, lawn maintenance equipment, etc.).
- Constantly required to walk and occasionally sit. May also be required to drive from site to site.
- Additionally, effort may also include fine finger work while using a computer mouse.

Concentration

- **Visual concentration and alertness** is constantly required in observing the physical surroundings.
- **Auditory concentration** includes regularly listening for instructions or questions; may include listening for unusual sounds (i.e. alarms, people in distress, etc.).
- **Other sensory demands such as smell** is used to detect abnormal smells such as gases, smoke and fire.
- **Alertness and higher than normal levels of attentiveness for the health and safety of others** is required.
- **Repetition requiring alertness** is evident when conducting building security checks.
- Given the nature of work, the job is occasionally impacted by **time pressures, interruptions and a lack of control of the work pace.**
- Concentration effort includes **hand/eye coordination** (i.e. using mechanical tools, performing first aid),
- **Exact results or precision** is required to complete security logs.

Complexity

- Tasks tend to be related in terms of skills and knowledge used and are usually well-defined/repetitive in nature.
- Problems can typically be addressed by following procedures, guidelines or past practice.
- Most typical problems include dealing with an uncooperative public and responding to

information requests.

- References to assist in problem resolution include manuals, guidelines, policies, regulations, supervisors/managers and co-workers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Have the authority to issue tickets, allow access to buildings/rooms and to arrange for servicing when experiencing problems with the monitoring systems.
- Most decisions are made under the authority of the supervisor/manager and in accordance with policy & procedure manuals.

Impact

- Generally has impact within immediate work area, organization, and on employees/ general public. Additionally, may impact equipment, processes and systems, information, facilities, and health and safety when building is protected to ensure the safety and security of its occupants.
- Mistakes or errors can result in problematic individuals or groups gaining access to the building which can impact the health and safety of building occupants.
- Work tasks are highly prescribed or controlled and problems/errors are generally detected by other employees or supervisors and addressed with hours of identification.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide advice and guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear protective footwear, and as a precaution, may require a flashlight and cell phone.
- There is a limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, partial disability or total disability.
- Regularly exposed to wet or slippery surfaces when working outside and occasionally exposed to unusual/distracting noise, temperature extremes, physical dangers or threats, and adverse weather conditions.