

I. DESCRIPTION OF WORK

Positions assigned to this banded class perform supervisory, protective, security, enforcement and public contact work in the oversight of a security or enforcement program. Work involves supervising and participating in the securing, guarding, and protecting of 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. Positions supervise the work of Property Security Officers; schedule, assign, and review the work of others; resolve daily work problems and maintenance/equipment problems; monitor radio traffic; review incident reports; coordinate work with outside agencies; and participate in planning for events. 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 standard safety, surveillance, security and/or parking enforcement practices and equipment; knowledge of standard methods of reporting and handling emergencies such as disturbances and fires, medical and security threats; and knowledge of security/enforcement policies, rules, and regulations. Maintains confidentiality and discretion in the course of conducting business; works individually and/or with others; and adapts to change and circumstances. May require shift, weekend, and/or overtime work.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
TBD	TBD	TBD

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; and knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Keeps abreast of and adapts to changes in the security field.
Communication	Conveys information orally or in writing to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Security, Patrol, and Enforcement	Patrols, guards, and secures property and grounds. Monitors assigned areas for possible violation of laws and regulations and issues citations when appropriate.
Decision Making	Identifies problems/concerns and quickly takes appropriate action consistent with available facts, constraints, and anticipated consequences.
Planning and Organizing	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.
Human Resource Management	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Contributing	Journey	Advanced
<p>Displays knowledge and trains others in protective, security, and enforcement practices. Applies knowledge and skill in basic first aid. Demonstrates considerable knowledge of property security and enforcement procedures, sufficient to ensure that procedures are correctly followed by others. Considerable knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to interpret the policies, rules, and regulations in unique situations. Models organizational awareness and applies considerable knowledge of the infrastructure of the assigned area (e.g., roads, buildings, location of exits). Demonstrates expertise in using a variety of security and enforcement equipment, to include radios, switchboards/phones, fire extinguishers, alarm panels, cameras, security/ surveillance systems, parking meters, electronic ticketing devices, vehicle boots, gates, bicycles, or motorized vehicles. Troubleshoots and performs routine maintenance on equipment.</p>	<p>Displays in-depth knowledge and trains others in protective, security, and enforcement practices. Demonstrates expert knowledge of property security and enforcement procedures, sufficient to determine when exceptions or changes are required. Expert knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to make decisions in unique or unprecedented situations. Develops policies, rules, and regulations applicable to the property being guarded. Ensures unit operations and policies support organizational goals.</p>	<p>Displays in-depth knowledge of protective, security, and enforcement practices and procedures applicable to a broad range of property security and enforcement operations. Approves new or revised policies, rules, and regulations applicable to the property being guarded.</p>

Communication

Contributing	Journey	Advanced
<p>Communicates regarding issues that require some judgment or interpretation, resolving conflicts with the public. Explains policies, rules, and regulations with tact and courtesy. Transmits radio messages using established protocols and procedures. Completes records and reports. Reviews records and reports prepared by others, ensuring accuracy. Makes recommendations regarding revisions to established formats for departmental records and reports. Interacts with co-workers, supervisors, emergency response personnel, university officials, and the general public to provide assistance, relay information, and coordinate work.</p>	<p>Communicates regarding issues that require significant judgment or interpretation, negotiating and resolving conflicts with the public, university officials, and other stakeholders. May make presentations to groups. Writes policies and procedures, training materials, and operations reports for the security/enforcement program. Develops forms and formats for records/reports used by Officers.</p>	<p>Communicates regarding issues that have broad impact on the overall operations of the program(s). Negotiates and collaborates with university management and officials. Writes analytical and operations reports for a large and varied security/enforcement program.</p>

Security, Patrol, and Enforcement

Contributing	Journey	Advanced
<p>Coordinates security or enforcement for an assigned area or shift. May patrol, monitor, and guard an assigned area. Trains and advises others on security, patrol, and enforcement procedures. Recognizes, identifies, and reports unusual, suspect, or hazardous activities or conditions. Issues warnings or citations. Assists in emergency response. Coordinates security and support for special events.</p>	<p>Manages a security or enforcement program. Assesses priorities and risks and ensures adequate coverage. Develops and provides adequate training on security, patrol, and enforcement procedures.</p>	<p>Directs a large security or enforcement program or group of programs.</p>

Decision Making

Contributing	Journey	Advanced
<p>Analyzes situations in order to make quick, sound decisions; recognizes critical incidents; initiates action based upon acquired information and knowledge of operating procedures. Recognizes, identifies, and reports unusual, suspect, or hazardous activities or conditions. Serves as a resource for others in resolving unprecedented, non-standard issues and problems.</p>	<p>Analyzes situations that have broad impact or set precedent to make sound security and enforcement decisions. Manages unit response to critical incidents.</p>	<p>Makes decisions in situations with multiple, competing interests; broad or severe repercussions; and controversial or sensitive outcomes.</p>

Planning and Organizing

Contributing	Journey	Advanced
<p>Makes schedules and patrol routes/territories; plans and assigns work tasks; monitors work progress. Utilizes experience and judgment to plan and accomplish work unit goals. Identifies and addresses quality of work and performance improvement issues.</p>	<p>Manages resources and personnel in order to provide effective security/ enforcement. Applies knowledge of staff availability, skills and resources, along with security/enforcement priorities, to make patrol assignments.</p>	<p>Oversees and manages resources and personnel across multiple/varied programs, and/or in a single unit with the largest and most complex/varied security and enforcement assignment. May coordinate through subordinates. Directs higher-level planning, organizing and staffing. Establishes goals and objectives of the program; initiates special projects. Anticipates and plans for quality control and future skill needs based on trends in the operational environment.</p>

Human Resource Management

Contributing	Journey	Advanced
<p>Supervises and oversees the work of a shift or small team of Property Security Officers. Participates in recruitment and selection process for vacancies. Establishes employee work expectations and reviews performance based on the work plan. Understands and complies with performance management policies and procedures. Develops plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties.</p>	<p>Manages the work of a security or enforcement unit comprised of Property Security Officers and/or support staff. Makes recruitment and selection decisions, adhering to State and departmental recruitment and selection procedures.</p>	<p>Participates in the strategic planning process with regard to workforce development issues and trends. Identifies knowledge and skills needed of the work unit(s) and actively promotes the retention of skills or future recruitment needs of the unit or section. Mentors, coaches and manages the total competencies of staff across the program(s). Seeks sources and opportunities for employee training and growth.</p>

V. MINIMUM TRAINING & EXPERIENCE:

High School diploma or equivalent and one year of experience in security, enforcement, or protection work. May require valid N.C. driver's license.

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