

Job Description



Job Title:	Shift Supervisor - Sergeant
Department:	The University of Waterloo Special Constable Service
Reports To:	Director, UW Special Constable Service
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	November 2018

Primary Purpose

The Shift Supervisor - Sergeant (Sergeant) is responsible for the dress, department, discipline and effective performance of members assigned to their platoon. The Sergeant must keep the Director and Manager advised on the state of safety and security of the University of Waterloo property, with details of problems found and the corrective action taken or recommended. The Sergeant ensures platoon members patrol the campus with the goal of preserving the peace on University property. It is a Sergeant's responsibility to supervise members of the platoon as they enforce the Criminal Code of Canada, provincial statutes, by-laws and the policies of the university.

Key Accountabilities

Platoon Supervision

- Coordinate the patrolling of the campus to identify and respond to risks to safety and security.
- Conduct briefings at the beginning of each shift, assign shift duties and prioritize calls for service between platoon members.
- Approve Special Constable reports.
- Supervise investigations and attend calls to offer direction or guidance if required.
- Organize, schedule, recommend approval of annual leave and overtime requests. Record member's sick days and complete written documentation for records.
- Administer modified shift schedule for Statutory Holidays, to fulfill budgetary requirements.
- Take disciplinary action as required in accordance with university policies and departmental procedures.
- Ensure that the Director, Staff Sergeant and Investigative Coordinator are advised when serious events occur.
- Ensure staff complete requests from Parking Services relating to preparing the lots for special events.
- Ensure Helpline testing and vehicle maintenance is completed on a weekly basis.
- Completing performance evaluations on a yearly basis for Platoon members.
- Any other duties as assigned.

Supervisory Duties

- Maintain law and order to provide a safe and secure environment for the university community and its visitors
- Enforce the Criminal Code of Canada, provincial statutes, City of Waterloo by-laws and the university by-laws.
- Prevent and deter crime by completing frequent foot, vehicle and bicycle patrols of the university property.
- Respond to calls for service on university property.

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- Address the completion of general occurrence reports, in particular that they are accurate and concise.
- Investigate crime-related occurrences on university property and interview witnesses, victims and interrogate suspects.
- Collect, preserve, process and maintain continuity of evidence.
- Assist other emergency services when they attend University of Waterloo property.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Graduation from a recognized Police College or Academy, or a diploma from a recognized Community College Law Enforcement/Police Foundations two-year program or equivalent education and experience required.
- Current standard level of first aid certification and current basic rescuer level CPR.
- Successfully completed and have a current OACP CSS Certificate.
- Valid Ontario G class Driver's License or higher and acceptable driving history required.

Experience

- Extensive experience within the policing or security profession
- Previous supervisory or managerial experience an asset

Knowledge/Skills/Abilities

- Remain current with laws and university policies through continuing education
- Demonstrated ability to effectively deal with a diverse community
- Works well under pressure and in the face of uncertainty can make necessary decisions
- Maintain knowledge of the university property and its policies
- Ability to provide counselling and take disciplinary action as required in response to actions of subordinates in accordance with university policies and departmental procedures
- Strong analytical, evaluative, interpretive and constructive thinking skills
- Proficiency with Microsoft Office (Excel, Word, and Outlook)
- Proficiency with other Software:
 - D3 Incident Reporting Software
 - AIMS Automated Issuance Software
 - Aimetis Symphony Client Camera Software
- Demonstrated ability to:
 - Maintain a high standard of public relations at all times
 - Set priorities, manage a high work demand and conflicting priorities, and meet deadlines
 - Work independently with minimal supervision
 - Communicate ideas and/or information effectively to others verbally and in writing
 - Exercise judgement and discretion when handling confidential and sensitive information
 - Use reason and judgement to make effective decisions and develop solutions to problems
- Excellent oral and written communication, organizational, time management and problem solving skills

Nature and Scope

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- **Contacts:** This position will work with public stakeholders as well as any internal staff, faculty and students. This also includes visitors to campus. There will also be a requirement to communicate with other Law Enforcement Agencies.
- **Level of Responsibility:** Responsible for supervising a Platoon of Patrol Officers and Communications Operator. Coordinates the patrolling of the campus to identify and respond to risks to safety and security. Responsible for enforcing the Criminal Code of Canada, provincial statutes, City of Waterloo by-laws and the policies of the University of Waterloo. Provide an environment of the highest possible security for members of a diverse university community and its visitors. Supervise and guide platoon members as it relates to arrests, detention and investigations to ensure they are conducted in accordance with the Canadian Charter of Rights and Freedoms, current federal laws, provincial statutes, judge's rules and university policies. Arrange counselling and assistance for people in distress. Behave in a manner that does not bring discredit to their Special Constable service or to themselves while on and off duty. Special Constables' character and conduct must be exemplary, as any unlawful conduct could cause the Special Constable to forfeit their status as a Special Constable under the Ontario Police Services Act. Unrestricted access to the entire university as well as access to highly sensitive information requiring a strict level of confidentiality. Occasionally supervises the movement of large sums of money.
- **Decision-Making Authority:** Authority to create, modify shift scheduling for Statutory Holidays, pre-approve annual leave requests, approve overtime and sign off general occurrence reports. Complete annual performance appraisals for platoon members. Determine the appropriate response and solutions to situations and queries that are brought to their attention. Authority to use discretion and exercise it while enforcing all authorized laws and university policies on campus. Prioritize calls for service and assigned tasks based on level of severity and possible risk. Guide, and direct as needed, platoon members in their response to campus issues.
- **Physical and Sensory Demands:** Exposure to long periods of standing, walking and sitting. Maintain a reasonable level of physical fitness to restrain a violent person and use physical force. Requires exertion of physical or sensory effort resulting in extreme fatigue, strain or risk of injury.
- **Working Environment:** Occasionally there is unavoidable exposure to dangerous situations or to hazardous substances and environments. Occasionally there is unavoidable exposure to dangerous or unpleasant environmental elements such as infections or disease, bodily fluids, fire, noise or air pollutants, chemicals, odors, extreme temperatures, adverse weather conditions for driving and for outdoor work. Exposure to crisis situations, emotionally disturbing experiences and/or interactions with people who are emotionally upset, angry, abusive, aggressive, mentally unstable or unpredictable. Disruption in lifestyle due to working a compressed work week consisting of 12 hour rotating shifts, 7 days a week with alternating days off. Lack of control over work pace due to unpredictable, irregular and/or high call volumes. Required to wear a Special Constable uniform and operate a highly visible marked Special Constable vehicle.