

Job Description



Job Title:	Patrol Officer
Department:	The University of Waterloo Special Constable Service
Reports To:	Shift Supervisor - Sergeant
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	September 2020

Primary Purpose

The Patrol Officer is responsible for preserving the peace and upholding law and order on University of Waterloo property. It is a Patrol Officer's responsibility to enforce the Criminal Code of Canada, Provincial Statutes, City of Waterloo by-law's and the policies of the University of Waterloo. This provides an environment of the highest possible security for members of a diverse university community and its visitors. The Patrol Officer must keep the Shift Sergeant advised on the state of safety and security of the University of Waterloo property during their shift, with details of problems found and the corrective action taken or recommended.

Key Accountabilities

Supervisory Duties

- Responsible for maintaining law and order on University of Waterloo property, providing an environment of the highest possible security for members of a diverse university community and its visitors
- Enforces the Criminal Code of Canada, Provincial Statutes, City of Waterloo by-law's and the policies/procedures of the University of Waterloo.
- Prevents and deterring crime by completing frequent foot, vehicle and bicycle patrols of the University of Waterloo property.
- Responds to calls for service on University property, 24hrs a day, 365 days a year, in all elements of weather.
- Handles complaints from the university community and visitors/guests, providing a resolution or mediation.
- Completes general occurrence reports accurately and concisely.
- Investigates crime-related occurrences on University of Waterloo property and interviews and interrogates witnesses, victims and suspects.
- Collects, preserves, processes and maintains continuity of evidence.
- Assists other emergency services when they attend University of Waterloo property or as directed.

Customer Service

- Provides a customer service-based approach to the diverse university community and its visitors
- Assists faculty, staff and students facing unexpected situations.
- Provides back-up coverage to the Communications Centre (dispatch) as required.
- Provides traffic and crowd control to provide efficient movement throughout the campus.
- Attends student orientations to give presentations on the Special Constable Service.
- Performs other duties as assigned.

**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*

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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

<p>Education</p> <ul style="list-style-type: none">• 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.
<p>Experience</p> <ul style="list-style-type: none">• Previous experience in a police and/or security environment an asset.• Will be required to meet the standards of acceptance as a Special Constable under the Ontario Police Services Act including an acceptable result from a criminal records check.• Applicant will also be subject to a background investigation prior to hiring.• Depending on experience and training, successful candidates may be required to successfully complete further formal training to meet requirements of the Department.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Excellent communication and human relations skills, including proven success in mediation of sensitive situations is essential. Ability to relate to a student population and experience working with a diverse population. Sound judgment, problem solving and organizational skills.• Must be able to work rotating shifts and overtime as required.• Physical fitness and psychological testing are part of selection process.• Ability to work with minimal supervision.• Ability to make necessary decisions while under pressure and in the face of uncertainty.• The Patrol Officer should exhibit qualities such as honesty, integrity, responsibility, attention to detail, excellent analytical and problem-solving skills.• Excellent written and verbal communication skills and a willingness to work within a community policing model/framework.• Basic MS Word.• Average Level of Computer Proficiency.• Maintain a clear Police Vulnerable Sector Check

Nature and Scope

- **Contacts:** University of Waterloo campus community, Waterloo Regional Police Services, Emergency Services and other law enforcement agencies.
- **Level of Responsibility:** Responsible for enforcing the Criminal Code of Canada, Provincial Statutes, City of Waterloo by-law's and the policies/procedures of the University of Waterloo. All arrests, detention and investigations must be conducted in accordance with the Canadian Charter of Rights and Freedoms, current federal laws, Provincial Statutes and university policies/procedures. Referrals to appropriate counselling or resources for people in distress. The Patrol Officer's character and conduct must be exemplary, as any unlawful, inappropriate or discreditable conduct could cause the Patrol Officer to forfeit their status as a Special Constable under the Ontario Police Services Act. This position requires a high level of confidentiality and trust.
- **Decision-Making Authority:** The Patrol Officer determines 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/procedures on campus. Prioritizing calls for service and assigned tasks based on level of severity and possible risk.

- **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, odours, 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. Disruptions in lifestyle due to working 12 hour rotating shifts, 24 hours a day, 365 days a year, affects the individual's dietary, sleeping, social and exercise patterns. 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.