

Job Title: Coordinator, Security (Guard Services)-PB335

File Number:	2535	Employee Group:	Mgmt Non Union
Service Area:	Enterprise Supports	Division:	Emergency Management and Security
Job Type:	Full-Time Temporary (up to 1 year)	# of Openings:	1

Summary of Duties:

Reporting to the Manager, Security Services, the Coordinator of Security, Guard Services is responsible for supervising the day-to-day activities of Security Guards and Security Guard services for the City of London, and provides operational expertise to the Division for continuous and effective security services delivery.

Work Performed:

- Direct Security Guards while on duty, including appropriate patrol completion, call response, incident documentation, and interested parties notification.
 - Maintain current knowledge of all legislation, policies, procedures, directives, guidelines to coach/counsel and train Security staff.
 - Promote the development of a culture of customer service within Security Guard services and the advancement of ethics, fairness and compassion when dealing with members of the public, particularly vulnerable populations.
 - Manage/oversee Security Guard training and orientation across multiple city sites and assist with the development and implementation of training programs.
 - Provide recommendations related to Security Guard conduct or performance matters.
 - Manage Security Guard schedules ensuring appropriate staffing levels are in place at all City of London sites; arrange coverage for ad-hoc security requests as needed.
 - In collaboration with the Security provider, conduct interviews of candidates for Security Guard positions.
 - Schedule and lead regular meetings with Security staff.
 - Oversee Security Guard duties related to City Council meetings or any other meetings where a Security Guard presence is required.
 - Oversee specialized teams for specific City of London programs.
 - Demonstrate commitment to anti-racism, anti-oppression, and human rights through practices and interactions with community partners, employees and individuals and support programs and initiatives that reflect this commitment.
 - Demonstrate commitment and adherence to Health and Safety legislation and programs; actively promote a culture of safety.
 - Contribute to the identification and recommendation of policies, procedures and practices that support programs and services provided by the Security Services team; May include the collection of data and information in support of projects, improvements to procedures and customer service.
 - Provide support within the unit for work across Divisions and Service Areas as part of enterprise-wide collaboration.
 - Liaise and coordinate with internal and external groups on accomplishment of deliverables. Work with the Manager, Security Services on project activities, communication, administration, writing and monitoring.
 - Work/liase with City of London staff on confidential and sensitive matters, including labour relations matters; liaise with London Police Services on sensitive/confidential/criminal matters as required.
 - Provide security advice and assistance for personnel issues, such as developing safety plans, with exposure to confidential and personally sensitive information.
 - Regularly review Security Occurrence reports, assign corrective and follow up tasks to Security staff, as required.
 - Schedule regular meetings with contract Security management partners to develop effective relationships.
 - Create, review, and edit Security Guard Standard Operating Procedures.
 - Assist in the planning and development of Security procedures related to the reopening or restarting of City of London operations following emergencies or critical situations.
-
- Assist in the planning and development of Security procedures related to transit projects or related initiatives.
 - Develop and implement post orders for Security ad-hoc positions as needed.
 - Assist in Security responses to high priority service calls.
 - Manage Security related radio and equipment issues.
 - Maintain up to date contact information lists for the Security Operations Centre including City of London Divisional contact and on-call lists.
 - Track daily, monthly, and annual metrics for calls to Security and Security Occurrence numbers.
 - Assist the Manager, Security Services, as requested and perform related duties as assigned.
 - Attend meetings as required.

Skills and Abilities:

- Demonstrated sensitivity to and understanding of various social issues, including poverty, addiction, mental health and homelessness in the provision of security services.
- Knowledge of crisis intervention and investigative techniques to handle emergency situations.
- Highly developed interpersonal and customer service skills, including conflict resolution, problem solving, decision making and situational assessment.
- Ability to effectively supervise and coach staff.
- Well-developed analytical and conceptual skills to evaluate deployment needs and assess responses required in emergency and crisis situations.
- Well-developed organizational and decision-making skills.
- Ability to liaise effectively with Police and Fire Services and other governmental agencies and staff.
- Knowledge of relevant legislation, statutes, by-laws and practices including the Criminal Code, Trespass to Property Act, Fire Safety Act, various municipal, parking and enforcement by-laws, building and safety standards.
- Excellent verbal and written communication skills with the ability to respond to staff and the public in a courteous and effective manner.
- Demonstrated experience working with a computer and the ability to utilize a variety of software, e.g. Microsoft Word and Excel, divisional databases, etc.
- Ability to compile accurate information and prepare effective reports and correspondence.

Qualifications:

- Undergraduate degree or College Diploma with a focus in Municipal Law Enforcement, Police Foundations, or Law and Security Administration.
- Minimum of 5 years' experience including a minimum of three years of related supervisory experience is required or equivalent combination of education and related professional and lived community experience.
- Relevant experience working as a licenced Security Guard in the Province of Ontario.

- Current Class G Driver's Licence.
- Must be able to work varying work hours (including evenings, weekends, holidays) and flexibility to be re-assigned as necessary.

Compensation & Other Information:

\$77,276 - \$100,843

This posting is for one (1) temporary full-time up to 1 year position.

Current hours of Work: Monday - Friday from 8:00am-4:00pm and 2:00pm-10:00pm, two-week rotational schedule. Flexible work hours required as necessary including afternoon/evenings and holidays observed.

Work Arrangement: On-Site. Subject to change in accordance with business requirements.

These hours of work and work arrangements are subject to change in accordance with business requirements.

Police Record Check

The successful candidate will be required to complete a Criminal Record Check.