

**Please Note:** As this is a "General Job Posting", there may not be any vacancies at this time. Resumes will be kept on file for future consideration.

## **Security Control Centre Officer**

**File Reference #: SCCO**

### **Major Responsibilities:**

Reporting to Corporate Security management, you will be responsible for the 24 hour operation of the Corporate Security Control Centre and the direction of security staff on a shift basis. You will ensure all security programs are staffed and operating as required, maintaining the utmost confidentiality at all times. Your specific duties will include:

- Monitoring a number of City owned/operated facilities through various remote security systems including burglary alarms, access control systems, CCTV cameras, telephones, and intercoms
- Providing direction to in-house staff as well as contract security staff on a shift basis including participation in deployment and discipline issues
- Acting as a key security contact for all sites
- Answering and effectively handling all emergency and non-emergency calls to the Corporate Security telephone lines, as well as, all security emergency calls directed through the FRED hotline
- Dispatching the appropriate emergency response personnel to City facilities including Corporate Security Alarm Response Personnel, Police, Ambulance, Fire, contracted Guards, etc.
- Scheduling staff as required to maintain proper regular and special event security coverage and appropriately handle unscheduled staff shortages
- Dispatching after hours maintenance, contractors, and repair personnel to city sites
- Maintaining all security testing and testing calendars
- Maintaining the Corporate Security Lost and Found, Property Removal, and Evidence Log programs
- Providing access card programming, journal reports, and data back ups of various systems
- Developing Control Centre specific standards, workplans, and policies and procedures to provide and enhance security which integrate with the Unit's standards, workplans, and procedures
- Working in a team environment to accomplish set goals and ensure adherence to set security policies and procedures
- Ensuring the adherence of the Corporate Security and site specific policy and procedures
- Providing follow up to investigations, including maintaining evidence, running system reports, and viewing video tapes
- Promote services provided by the Unit throughout the corporation that contribute positively to the results of the Unit, Division, and Corporate vision
- Performing related duties as assigned by Corporate Security Management Staff

### **Key Qualifications:**

1. Experience in modern corporate building security/law enforcement, security systems, and their functions for large and small building complexes with extensive working knowledge of various security hardware, software, keying, and systems.

2. Experience in a control centre or highly stressful working environment where multiple tasks must be completed simultaneously.
3. Experience in directing security staff.
4. Comprehensive knowledge of common security policies and various related Acts, Codes, and legislation including the Criminal Code, the Trespass to Property Act, the Fire Code, the Occupational Health and Safety Act, the Human Rights Code, WHMIS, and City of Toronto By-Laws.
5. Ability to operate and maintain computerized state of the art security equipment and possess strong computer skills and thorough knowledge and proficiency in Microsoft Word and Excel, and GroupWise.
6. Demonstrated ability in creating security standards, workplans, and policies and procedures and the maintenance/enforcement of same.
7. Ability to react to and resolve emergency and crisis situations in a proper manner.
8. Demonstrated ability to lead, motivate, coach and develop security staff.
9. Highly developed interpersonal and customer service skills, including conflict resolution, problem solving, decision making, situational assessment, and communication skills with the ability to respond to staff and the public in a courteous and effective manner.
10. Possess strong written and verbal skills in business English and the ability to maintain detailed, legible records and logs according to security procedures and recognized industry and court standards.
11. Extensive knowledge of the City of Toronto including property locations and personnel structure (Council, City of Toronto Departments, Committees, Boards, Agencies, and Commissions).
12. Ability to work rotating shifts, weekends, and holidays, including 12 hour and 8 hour shifts.
13. Must possess a valid certificate in first aid and emergency CPR with the ability to be certified in public access defibrillation.
14. Capable of meeting the physical demands of the job and must successfully pass a thorough medical and physical examination.
15. Must be eligible to meet the requirements necessary to obtain Special Constable status.
16. Possess a valid Class "G" Province of Ontario Driver's License, a good driving record, and be eligible to obtain a City Driving Permit.
17. Must be eligible to be certified as a Municipal Law Enforcement Officer.
18. Relevant Diploma or Degree pertinent to the job function combined with relevant experience and/or equivalent combination of education and experience.
19. Must possess as a Central Station Operator Level 1 certificate.
20. Must possess a valid Security Guard Licence in accordance with the Private Security and Investigative Services Act, 2005 (PSISA).

Please apply online (include your resume and cover letter) by clicking on the ***Apply for this position*** button at the bottom of this posting.

**Salary:** \$23.81 per hour

Committed to employment equity, the City of Toronto encourages applications from Aboriginal people, people with disabilities, members of visible minority groups and women.

Accommodation will be provided in all parts of the hiring process as required under the City's Employment Accommodation policy. Applicants need to make their needs known in advance.

We thank all applicants and advise that only those selected for an interview will be contacted.

The City's Corporate Access & Privacy Office advises that sending



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personal information by fax may not be a secure means of transmission.



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