



UNIVERSITY OF NORTH CAROLINA WILMINGTON

Property Security Officer
Competency Profile

DESCRIPTION OF WORK:

Positions assigned to this banded class perform protective, security, enforcement and public contact work in support of campus operations. Work involves securing, guarding, and protecting 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. 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 the standard safety, surveillance, security and/or parking enforcement practices and equipment; basic knowledge of standard methods of reporting and handling emergencies such as disturbances and fires, medical and security threats; knowledge of applicable 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.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>Positions at this level perform entry-level security work. Positions work independently while reporting to supervisor on a regular basis, demonstrating basic knowledge of rules, regulations, and procedures applicable to area of work.</p> <p>Positions at the contributing level are usually assigned to provide security for buildings, property, or shifts that have an assessed risk that is generally low. May guard or control entry access for a single building. Typical duties include patrolling on foot, reporting hazards or unusual activity, and locking/checking doors.</p>	<p>Positions at this level perform technical security and enforcement work. Positions work independently while reporting to supervisor on a regular basis, demonstrating full knowledge of rules, regulations, and procedures applicable to area of work.</p>	<p>Positions at this level perform technical security and enforcement work. Positions work independently, demonstrating in-depth knowledge of rules, regulations, and procedures applicable to area of work. Serves as a lead officer.</p>

Competencies	Definition
Technical Knowledge	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 & 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.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply.

Competency	Contributing	Journey	Advanced
<p>Technical Knowledge - 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.</p>	<p>Understands basic protective and security practices. General, working knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to recognize and report situations that may violate the policies, rules, and regulations. Basic knowledge of the operations of the organization and familiarity with the infrastructure of the assigned area (e.g., roads, buildings, location of exits). Operates basic equipment such as radios, switchboards/phones, flashlights, fire extinguishers, bicycles, or motorized vehicles. Uses the basic functionality of security/surveillance systems for monitoring. Adapts to changes in security procedures and systems adopted by the department.</p>	<p>Understands protective, security, and enforcement practices. Knowledge and skill in basic first aid. Applies considerable knowledge of property security and enforcement procedures. Thorough knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to explain, apply, and enforce the policies, rules, and regulations. Displays organizational awareness and working knowledge of the infrastructure of the assigned area. Demonstrates proficiency in using a variety of security and enforcement equipment, which may include parking meters, vehicle boots, gates, alarm panels, radios, cameras, and electronic ticketing devices. Uses the full functionality of security/surveillance systems. May perform routine maintenance on equipment. Keeps abreast of developments in security practices.</p>	<p>Trains others in protective, security, and enforcement practices and codes of conduct. Instructs others in property security and enforcement procedures. Expert knowledge of the policies, rules, and regulations applicable to the property being guarded, sufficient to interpret the policies, rule, and regulations in unique or unprecedented situations. Models organizational awareness and applies considerable knowledge of the infrastructure of the assigned area. Demonstrates expertise in using a variety of security and enforcement equipment. Troubleshoots and performs routine maintenance on equipment. Trains others on use of equipment. Seeks resources needed to keep self and others current with emerging security practices. May take a lead role in the implementation of new or revised practices or participate in the development of new/revised procedures.</p>

Competency	Contributing	Journey	Advanced
<p>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.</p>	<p>Listens and understands messages and instructions from others. Gathers information as needed. Transmits radio messages using established protocols and procedures. Provides routine responses to general requests for information. Maintains logs and records. Acquires basic understanding of working relationships with co-workers, supervisors, and emergency response personnel, and the general public.</p>	<p>Communicates regarding issues that require some judgment or interpretation. Explains policies, rules, and regulations with tact and courtesy. Completes reports; writes citations. Interacts with co-workers, supervisors, emergency response personnel, university officials, and the general public to provide assistance and relay information.</p>	<p>Negotiates and resolves conflicts. May make presentations to groups. Makes recommendations regarding revisions to established formats for departmental records and reports. May review and/or summarize reports prepared by others. Leads and teaches others.</p>
Competency	Contributing	Journey	Advanced
<p>Security, Patrol & Enforcement - Patrols, guards, and secures property and grounds. Monitors assigned areas for possible violation of laws and regulations and issues citations when appropriate.</p>	<p>Patrols, monitors, and guards assigned area. Recognizes, identifies, and reports unusual, suspect, or hazardous activities or conditions. May provide limited support for special events.</p>	<p>Patrols, monitors, and guards an area with a higher assessed risk. Issues warnings or citations. Assists in emergency response. Provides support for special events; controls and directs traffic of people and vehicles; erects barricades; provides motorist assistance.</p>	<p>Coordinates security or enforcement for an assigned area or shift. Trains and advises others on security, patrol, and enforcement procedures. Coordinates security and support for special events.</p>

Competency	Contributing	Journey	Advanced
Decision-Making - Identifies problems/concerns and quickly takes appropriate action consistent with available facts, constraints, and anticipated consequences.	Recognizes, identifies, and reports unusual, suspect, or hazardous activities or conditions. Refers non-standard questions and problems to higher levels.	Analyzes situations in order to make quick, sound decisions; recognizes critical incidents; initiates action based upon acquired	Independently resolves issues and problems. Serves as a resource for others in resolving unprecedented, non-standard issues and problems.

Recommended Minimum Training Guideline High School diploma or equivalent and sufficient experience to demonstrate ability to handle emergency situations. Previous experience in security or protection work preferred. May require valid N.C. driver's license.

All degrees must be received from appropriately accredited institutions.

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