

Title	Campus and Security Agent	Department	Property Management
Reports to	Campus and Security Coordinator (supervision) Sr Manager, Properties & Facilities (management)	Revised	

A. Role Summary

The Centre for Digital Media was established through the ground-breaking partnership of four leading academic institutions: The University of British Columbia (UBC), Simon Fraser University (SFU), Emily Carr University of Art + Design (ECU), and the British Columbia Institute of Technology (BCIT).

The Properties and Facilities department is responsible for the commercial property management and operations for the Centre for Digital Media and all its holdings. The Campus and Security Agent acts as a first point of contact for students, guests and employees. They provide hands-on support for facilities and security projects. Responsible for smooth daily operations and a secure campus for all, this front-facing role is the hub of CDM's inclusive, thriving and safe community. Security is a 24/7 operation. Roles will be distributed across 5 possible shifts

- M-F, Evening
- M-F, Midnight
- Weekend, Office Hours
- Weekend, Evening
- Weekend Midnight

Tasks may vary by shift but the scope and responsibilities of the role remain consistent across shifts.

Core competencies:

Security

Health and safety

Customer Service

B. Values & Digital Futures Access Strategic Plan Alignment

The role will support all institutional [values](#), and in particular:

1. Justice, Equity, Diversity and Inclusion (JEDI) - actively addressing social inequities and creating new inclusive opportunities.
2. Social Impact and Sustainability - facing the current and emerging digital challenges of our society to leave a sustainable and meaningful positive impact on our communities.
3. Innovation - being recognized as a creative institution that undertakes leading-edge research, solves complex problems, and breaks new ground in digital media.

The role will also be engaged with many elements of the CDM Digital Futures Access Strategic Plan, including the following [Key Directions](#) enhancing people-focused and progressive workplace practices.

C. Key Functional Responsibilities

Security and Safety

- Provides exceptional service and notable presence on the CDM Campus and related work spaces
- Follows standard operating procedures for incident management and communications; recommending revisions and efficiencies to the Coordinator
- Monitors security systems and features, perform perimeter checks as needed. Observes, gathers information and creates reports on irregularities across properties
- Logs non urgent repair or maintenance needed around the campus for Campus and Security Coordinator.
- Reviews daily security emails and incident reports, escalating action items as required.
- Under the supervision of the Campus and Security Coordinator, may be asked to support the card access system including supporting key audits.
- Responsible for the security of all master keys for CDM sites.
- Understands site regulations, systems and equipment related to existing security protocols
- Acts as a first point of contact for emergencies. Redirecting and securing external resources as required.
- Acts as a Fire Warden. Ensure safety kits are up to date and complete.
- Support the organization in the execution of annual safety drills and trainings as required.
- Acts as First Aid Attendant if required.

Reception

- Monitors campus and work sites. Ensures guests follow all building and company protocols.
- Oversees the integrity of the DDO (self-serve delivery drop off room) and receive Canada Post mail/parcels as needed
- Works with janitorial contractor to ensure supply stock and timing of services.
- Provides access and information to scheduled vendors complete the assigned work.

- Oversees visiting contractors working progress as needed
- Supports Campus and Security Coordinator on managing equipment inventory as needed.
- Responsible for property and facilities record keeping and utilization of CRM system.
- Supports site access and safety for events outside of typical office hours.

The above are representative examples of duties and not exhaustive. Related activities can be assigned to the incumbent.

D. Education, Experience and Skills

Education

	Required	Preferred	Notes
Grade 12 or equivalent	x		
Diploma		x	
University Degree			
Other	x		Security License, OFA level 1

Experience

2 years	• Experience providing excellent customer service to a wide variety of stakeholders • Experience providing on-site security • Experience in administrative roles, maintaining office systems and records an asset
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Skills and Abilities

- Demonstrated commitment to justice, equity, diversity and inclusion.
- Intermediate computer skills in Microsoft Office (e.g., set up templates in Word and Excel, set up Excel spreadsheets including formulas, and prepare PowerPoint presentations).
- Proven history of maintaining record keeping systems
- Ability to recognize security concerns and step into action; Physically able to move around campus quickly if required
- Service focused—able to provide value and guidance to a range of audiences including industry, educational partners, students, and alumni.

- Demonstrated initiative, self-starter, and curiosity to learn and continuously improve and develop.
- Training in de-escalation, trauma informed approaches to conflict and support an asset.
- Experience working an international and diverse audience, and understanding cultural context in regards to security approaches an asset
- Experience working with customer relationship management systems such as Zoho, Sales Force, etc an asset

E. Management Scope

Management Responsibilities

x	Individual contributor		Leads/Supervises
	Manages staff		Manages staff including managers

Budget Responsibilities

x	No budget responsibilities		Budget responsibilities
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Travel

	Occasional – day – in region		Overnight or out of region
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Shifts

x	Evenings (4:00 pm -midnight)	x	Weekends (Saturday and Sunday)
x	Midnight (midnight-8:00 am)		Statutory Holidays