

## Corporate Security Peace Officer III – Team Leader

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### **DEFINITION**

A Corporate Peace Officer III is a supervisory level classification that provides supervision to a team of subordinate Corporate Peace Officers.

As a Team Leader, employees are responsible for providing leadership and direction to ensure the effective and efficient operation of their team. As a working supervisor, the Team Leader has the Community Peace Officer I provincial designation and has provincial and municipal enforcement appointments.

While working in the capacity of Team Lead, employees are responsible for the investigation of all security incidents, and instituting problem solving initiatives. Team Leads determine the level of action required following an incident, make recommendations of action, and coordinate the investigation process and follow-up communication. They are involved with the investigation and resolution of complaints received against Corporate Peace Officers.

### **SERIES SEPARATOR**

The duties of this class are distinguished from other Corporate Peace Officer classes by the execution of supervisory responsibilities, by the greater decision-making and judgment exercised, and by the application of technical expertise and legal knowledge to investigate security incidents.

### **COMPLEXITY OF WORK**

Corporate Peace Officer Team Leader must exercise extensive judgment and decision-making in assessing situations and in determining appropriate responses. Work at this level is performed under limited direction of a superior and is evaluated on the basis of overall service delivery, reports, records, discussions and complaints received. Only significant technical and administrative matters of considerable difficulty are referred to a superior.

Employees within this role are required to identify problems and initiate unique solutions, frequently in situations requiring and immediate response. They engage in frequent contact and partnerships with external agencies as they address security enforcement issues. Significant communication with internal and external contacts is also required in the course of investigations; such contact includes taking statements, ascertaining facts, and communicating results.

### **WORKING CONDITIONS**

Must be able to perform the physical demands of the job, including frequent walking and standing, and occasionally running, reaching, bending, crouching, holding and gripping. Employees will work both indoors and outdoors, throughout the service area, including operating vehicles.

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This position may operate on a 24/7 rotating shift schedule.

While working as a Team Lead, the physical demands of the job will also include those typical of an office environment, where the employee is required to sit for prolonged periods of time and to use a computer keyboard and monitor.

### **SUPERVISORY RESPONSIBILITIES**

Employees of this class have supervisory responsibility over a team of front line security personnel. They are accountable for direction and assignment of duties, addressing administrative needs, providing performance coaching and assessment, and coordinating ongoing training requirements. They schedule overtime, review and approve incident reports, and recommend disciplinary action to be taken by management. They are also the first line of support for dealing with escalating situations and determining appropriate action for issues beyond the responsibility of subordinates.

### **TYPICAL DUTIES\***

Coordinate, assign and supervise the work performed by Corporate Peace Officers.

Complete and submit accident investigation reports and WCB claims.

Provide direction on operational issues and concerns, and initiate post-incident debriefings with team members, and other team leaders.

Coordinate and/or conduct security incident investigations. Ensure that the appropriate level of action and investigation is taken, and that the necessary documentation is filed for reports and evidence. Make recommendations on the appropriate follow up actions, and coordinates those actions.

Manage records and evidence, in accordance with City and Corporate Security Peace Officer Program policies and procedures, FOIP and Provincial legislation.

As a working supervisor, perform the duties outlined in the Corporate Peace Officer class specifications.

Perform other duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

- Ability to obtain and retain Community Peace Officer I provincial designation and a clear security clearance.
- Skilled in exercising good tact, sound judgment and firmness in dealing with difficult situations and with the public.
- Considerable knowledge of applicable policies, bylaws, acts, legislation and basic principles of loss prevention.
- Knowledge of the powers of arrest is required.
- Understanding of self-defence techniques; knowledge of and ability to safely and effectively use baton and pepper spray.

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- Strong verbal and written communication skills, including ability to prepare clear, concise reports and evaluate employee performance.
- Ability to defuse potentially volatile situations, and to recognize and react appropriately to dangerous situations.
- Ability to use current computer software including word processing and databases.
- Ability to effectively make decisions under pressure.
- Ability to provide team leadership, supervision and administration.
- Knowledge of technical tools and effective investigative skills.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### Job Level

- Completion of Grade 12
- Completion of a recognized Diploma related to Law Enforcement, Security or Criminology is required, along with additional supervisory course work.
- A minimum of five (5) years of strong customer service experience is required, and three (3) years of diverse law enforcement experience; as well as one (1) year of experience in a related supervisory capacity.
- Must possess the Provincial Community Peace Officer I designation.
- Must be sworn as a Municipal Bylaw Officer.
- Must pass the P.A.R.E physical fitness test.
- Must have a clear Criminal Record.
- Possession of valid Standard First Aid and Basic CPR certificates and AED qualified, as well as a valid Alberta Class 5 motor vehicle operator’s license is required. Must be able to obtain a City of Edmonton Driver’s Permit

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	2120			

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