

RIVERSIDE GATE CONDOMINIUM CORPORATIONS OCSCC # 769 & 667

JOB DESCRIPTION

SUPERVISOR, SECURITY GATEHOUSE

General:

September 26, 2012

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| Education: High school graduate |
| Credentials (certificates, licences, memberships, courses, etc.): Regular security accreditation. |
| Experience: 2-3 years minimum |
| Languages: Fluently speak, read, and write English. Knowledge of French language an asset. |
| Work Setting: Luxury condominium property consisting of two 19 floor towers containing 288 condominium units, an indoor pool, two tennis court, a large parking area and 5 acres of landscaped property. |
| Security and Safety: Bondable; criminal record check. |
| Work Conditions and Physical Capabilities: Work can be under pressure at times; usually repetitive administrative tasks; work confined to gatehouse building; work requires combination of sitting, standing, and walking. |
| Weight Handling: Up to 23 kg (50 lbs) |
| Work Location Information: Gatehouse is staffed 24 /7 with three 8-hour shifts; use of computerised reporting software and camera monitoring systems. Operates entry and exit traffic barriers. |
| Hours of Work: Incumbent on duty from 8:00 A.M. to 4:00 P.M. with occasional extended time to debrief next security guard shift. |
| Reporting Relationship: The position reports directly to the condominium Property Manager. |

Knowledge:

- Fully conversant in industry security practices and techniques
- Fully conversant with condominium buildings' security rules, protocols, and related security systems
- Fully conversant with emergency procedures required in the event of fire, bomb threats, and medical emergencies
- Knowledge of supervisory techniques

Essential Skills:

- Ability to work with minimal supervision within clear rules and guidelines
- Ability to provide security instruction and direction to contract security staff
- Ability to respond quickly and professionally in emergency situations
- Ability to manage conflict situations in a calm professional manner
- Ability to interpret a variety of written, oral, and diagrammatic instructions
- Ability to maintain a courteous, patient, and polite attitude towards residents and visitors
- Ability to communicate effectively, both verbally and in writing using correct English; French language is an asset
- Ability to interview potential candidates for security guard duties
- Ability to be self-motivated and proactive
- Ability to investigate and analyze incidents and draw the necessary conclusions
- Ability to solve security problems, make decisions, and use critical thinking
- Ability to compose, edit, and proof read reports and correspondence
- Ability in interpersonal skills for working with others
- Ability to remain sharp and alert at all times
- Must maintain a high standard of personal appearance and grooming including wearing assigned uniform while on shift

Main Duties:

The role of the Gatehouse Supervisor is to safeguard and monitor against any theft or damage to the property and harm to condominium residents. The Supervisor is responsible for screening, orienting, and training contracted gatehouse security guards hired to cover the evening, night, and week-end shifts. The incumbent insures the implementation of a variety of security rules, protocols related to the controlled access of all visitors, contractors, and vehicles to the property. He/she documents all gatehouse incidents, fire and safety emergencies, and resident inquiries. He/she regularly reviews security guard shift reports, completed forms, and incident reports on the activities and disturbances (if any) that occur over the three gatehouse shifts. In case of fire and other emergencies, the Gatehouse Supervisor is responsible to contact the fire department, other appropriate service providers, and the building superintendents. The incumbent is also responsible for personally carrying out regular gatehouse duties during the 8-hour daytime shift, five days a week.

The major duties and responsibilities to be performed include, but are not limited to:

1. Implements a variety of security rules, protocols, and directives for the controlled access and egress of all solicited and unsolicited visitors, contractors, and service providers to the property.
2. Responsible for the supervision of contracted security guards; interviews potential candidates; orients and trains new security guards; verifies shift reports, visitors log, and other forms for proper completion; provides performance feedback to guards; investigates complaints from residents about a guard; for serious offenses, has delegated authority from the Property Manager to remove a guard from duty.
3. Monitors movements and activities throughout the property and inside the building garages using a comprehensive network of security surveillance cameras.
4. Maintains an automated Guard Shift Reporting system to log-in and document key activities and incidents which occurred during the three work shifts.

5. Maintains a tracking system for all common element keys that are handed out to a number entrusted corporate service providers.
6. Maintains a list of pre-authorized visitors for each condominium unit owner requesting it.
7. Monitors all electronically locked doors on the property using security software for electronic doors (currently WINPAK) assisted by the camera surveillance system.
8. Responsible for monitoring the fire alarm panel that is linked to alarm panels in both buildings.
9. Handles emergency calls received from any of the 4 elevators in the Phase 2 building.
10. Operates the property traffic barriers and informs the superintendent of any malfunctions.
11. Accepts parcels on behalf of residents when the Concierge is not at his/her desk.
12. Develops and maintains a list of appropriate emergency contacts.
13. Assists the Property Manager and the SFC by providing security reports and data as required.
14. Adapts and innovates gatehouse procedures for maximum security efficiency.
15. Handles security and/or emergency incidents as and when required.
16. Carries out other duties as assigned by the Property Manager.
17. Responds to all security concerns raised by residents and condominium personnel.
18. Develops and maintains positive relations with residents, superintendents, contractors, security and safety collaborators that benefit the condominium corporations.
19. Ensures privacy for owners and residents at all times and ensures all staff understand the same.

Specific Maintenance Activities:

Greets and documents all guests and visitors; operates traffic barriers; trains and orients new security guards; reviews reports and forms completed by security guards; monitors central fire panel; monitors surveillance cameras; monitors the security software system; uses telephone to manage resident inquiries; updates residents' visitor lists; collaborates with Concierges and Superintendents; accepts delivery of parcels and notifies residents if Concierge is away from desk; allocates common element keys to certain contractors; investigates resident complaints; implements directives received from Property Manager.

Equipment Operated/Used:

Computerized Guard Shift Reporting system, visitor logs, pre-authorized visitor lists, key inventory list and the security software for electronic doors; camera surveillance system; electronic traffic barriers; central fire alarm panel.

Note: The detailed procedures associated with this position are listed in ANNEX "A" below.

ANNEX "A"

Detailed Procedures Associated with the Duties of the Security Gatehouse Supervisor Position

1. Access Control

- 1.1 Ensures that any visitor who goes beyond the traffic barriers is authorized to be on the property (either in a vehicle, on a bike or on foot).
- 2.1 This is achieved by obtaining the name of the visitor and the resident they are here to see.
- 3.1 Then the visitor's name is checked against the authorization list of the resident. The authorization list is a list of regular visitors provided by some of the residents; hence, if a visitor's name is present on this list, he/she is granted access.
- 4.1 If the visitor's name is not on this list, the visitor's name is checked against "Daily Expected list". The "Daily Expected list" is a list compiled throughout the day as residents call the Gatehouse with names of visitors to whom they want access granted.
- 5.1 If a visitor's name is not on the Daily Expected list, the resident must be phoned directly to obtain permission; if the resident cannot be reached, the visitor must be turned away.
- 6.1 If the visitor is authorized for entry, he/she must be directed to the building the resident is in as well as the location of visitor's parking. If the visitor is parking overnight or for more than one day, he/she must be given a parking pass. The parking pass will be stamped with the date of the visitor's departure.
- 7.1 Once the visitor goes through the gate, the Concierge of the building is notified of his/her arrival and destination.
- 8.1 If the visitor is a contractor and has heavy tools, he/she is sent to the garage/loading dock area of the buildings. However, in the case of small hand tools Phase 1 does permit contractors to enter through the front entrance; Phase 2 does not.
- 9.1 If the developer (Urbandale) calls the Gatehouse ahead of time, requesting that access be granted to a particular visitor, then no I.D. will be required from that visitor.
- 10.1 If an Open House is planned, owners are to advise the Gatehouse in advance of said Open House. If the name of a person attending the Open House is provided prior to the Open House, then no ID is required. If the person is unknown, then such person will be required to produce his/her driver's license in order that security can confirm the identity and record the individual's name as it appears on the license and the persons' address. The driver's license will then be returned to the visitor. The driver's license information will be kept on file for a maximum of 35 days.
- 11.1 If persons coming in state that they are residents, but do not have their traffic gate remote, they are to be asked for their name and address and asked to show their building fob. This information is then checked against the Resident Contact List and if it matches, the person is given access; if not, the person will be asked for I.D.
- 12.1 The Gatehouse staff is responsible for accepting deliveries of small packages (that do not require payment) when the concierge is away (e.g., UPS, FEDEX, flower deliveries, etc.).

2. Documentation

- 2.1. Guard Shift Reports - All events that occur during the shift are logged into the Guard Shift Report on the computer; such as signing for packages, handing out keys, etc.
- 2.2. Incident Report - In the case of all major incidents (such as theft, intruders, fire alarms, vehicular accidents, etc.) an incident report is filled out, printed, and signed.
- 2.3. Visitor Sign In Log - All visitors that enter the property via the Gatehouse guard are logged into the Visitor Sign In Log. There are sections for Name, Phase, visiting contact, vehicle license

plate, the time of entry to the property, and the time of departure.

3. Operation of the Traffic Barriers

- 3.1. Responsible for the operation of the traffic barriers and informing the superintendent if they begin to malfunction.

4. Surveillance Cameras

- 4.1. Responsible for monitoring all cameras in both building, and a scan of all cameras is done at regular intervals to ensure that the site is secure. If anything is noticed (such as an open door), the concierge of the building in question is asked to investigate. If an actual criminal act is observed, the Police are immediately notified as well as the Concierge and the Superintendent.

5. Common Element Keys

There are specific keys that are provided to certain companies and individuals. Ensure all keys are returned after the contractor leaves the site. The list follows:

- 5.1. Phase 2 Elevator Keys: These are provided to employees from Thyssen-Krupp Elevators to do maintenance on the Phase 2 elevators. They are required to sign a key log before the keys are provided to them.(In the case of Phase 1 elevators, keys are picked up from the concierge.)
- 5.2. Swimming Pool Key: This key is given to employees of Pool Works to do maintenance on the swimming pool. They are required to sign a key log before the keys are provided to them.
- 5.3. Tennis Court Key: This key is an extra key that residents can borrow to access the court when they do not have their key. They do not sign out for it but the event is logged in the shift report.
- 5.4. Fire Alarm Panel: This key remains in the gate house and is used by the Superintendent and employees from Siemens to service the alarm panel in the Gatehouse.
- 5.5. Phase 2 Bell Rogers Keys (2 sets): This key is given to employees of Bell Canada or Rogers Cable when performing installation or repairs in Phase 2. They are required to sign a key log before the keys are provided to them.
- 5.6. Bell Mobility: This key is provided to Bell Mobility to do maintenance on their cell tower located on the roof of Phase 1. They are required to sign a key log before the keys are provided to them.
- 5.7. Global Live: This key is handed to employees of Wind Mobile to service their cell tower on the roof of Phase 2. They are required to sign a key log before the keys are provided to them.
- 5.8. Phase 2 Back Gate: This key is used by contractors that need to work at the rear of Phase 2 next to the gazebo. It opens the gate that leads from the road to the rear of the building.
- 5.9. DND (Department of National Defense) key: This key opens a gate to an access road located at the south end Phase 1 property line. This access road leads down to the boat launch on the Rideau River. This key can be given to emergency services such as Fire & Rescue if they need to rescue someone from the river, etc.
- 5.10. General Contractor Keys: These keys are given to contractors when the Phase 1 Concierge is not at the front desk.
- 5.11. Phase 1 Concierge Spare Keys: spare keys for Phase I Concierge locker room.
- 5.12. Newspaper Delivery: Handed out by the Overnight guards after being signed for.

6. Alarm Panel

- 6.1. Responsible for monitoring the alarm panel that is linked to alarm panels in both buildings.
- 6.2. When an alarm is triggered on this panel, the alarm panel readings are written down and the superintendent is notified of it. When this panel is in alarm status, the Gatehouse will receive a call from ADT Security; which is the company responsible for alarm monitoring on site. They will confirm that the Gatehouse is aware of the alarm. The Gatehouse will notify ADT that the

superintendent has been called and is investigating and will call them back.

- 6.3. The Superintendent is then notified by the Gatehouse and asked to call ADT.
- 6.4. An incident report is completed.

7. WINPAK System

This is the Security software used to monitor all electronically locked doors on the property and used in conjunction with the camera system.

- 7.1. The system allows the gatehouse to monitor all activity, such as which doors are being opened and by whom.
- 7.2. The system allows for the monitoring of alarms occurring on these doors. The key alarms are “Door Forced Open”, “Door Ajar” and “lost or stolen” (meaning stolen fob or gate remote). Whenever one of the above alarms is triggered, the Gatehouse reviews the camera that focuses on that door, and then contacts the Concierge of the building to investigate. If there is a security breach or unauthorized access, the Concierge would immediately notify the Gatehouse and the Police would be called. If the alarm occurs in the overnight hours, then priority is given to the doors that can allow an intruder to enter from the outside into the buildings; and the Superintendent on call is contacted to investigate. If an actual breach is observed on camera, the Police are called immediately.
- 7.3. The system allows Gatehouse to remotely open or lock down any electronically controlled door in the buildings. This is specifically used to grant access to visitors at the main entrances of the buildings when the concierges are away from the lobby.
- 7.4. The system has a report preparation function that is also used. The system allows a user to go back 3 months to determine who went through a particular door at a particular time or when a particular resident’s fob or gate remote was last used. This function is mainly used for investigative purposes.

8. Phase 2 Elevator Emergency Calls

- 8.1. The emergency phones in Phase 2’s elevators are linked to the Gatehouse phone. It is therefore the Gatehouse’s responsibility to take emergency calls from Phase 2 residents trapped in an elevator. If the call is an emergency, the Superintendent is immediately notified. In the case of Phase 1, the call goes to an offsite call center.

9. Supervisory Role

Responsible for supervising the guards sent by Iron Horse Corporation:

- 9.1. Coordinating with the Iron Horse Communications Department for interviews of potential guards for Gatehouse duties.
- 9.2. Responsible for training guards that successfully pass the interview.
- 9.3. Responsible for reviewing the work of the guards, i.e., checking shift reports, visitor logs, and other forms to ensure that they have been properly completed and written.
- 9.4. Responsible for initially talking to guards who are not properly performing their duties.
- 9.5. Responsible for investigating complaints made by residents against guards.
- 9.6. For very serious infractions by guards or repeated refusal to properly perform their duties, Iron Horse Client Service Department is notified for disciplinary action to be taken.
- 9.7. Despite disciplinary action being the responsibility of Iron Horse, the Gatehouse Supervisor has the discretion to have a guard permanently removed the Gatehouse rotation if his/her infraction is too serious to permit a return (i.e., theft, assault, knowingly falsifying reports, etc.).