



Date: July 12, 2018
Title of Position: Institutional Security Officer III
Salary: Per AFSCME Contract: Grade 13, \$736.67/week @ Step 1 w/benefits
Effective: August 2018

Responsibilities and Qualifications: (Please see the attached Commonwealth of Massachusetts Human Resources Division Institutional Security Officer Series Classification Specification and Position Description/Form 30 for more detailed information.)

Responsibilities: Provide support to the Director of Safety & Security in protecting and safeguarding the campus in applying appropriate safety and security protocols, maintaining accurate departmental records, and serving as the College operator.

Qualifications: Applicants must have at least (A) one year of full-time, or equivalent part-time, experience in law enforcement, in a governmental police force or in work involving the protection or security of buildings, equipment or people as the major duty; an Associate's or higher degree with a major in police science, law enforcement or criminal justice may be substituted for the required experience. Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed. Massachusetts 1st Responder certification (or ability to successfully complete such certification after hire).

Additional information: Source of Funding: State funded
 Area of Assignment*: Safety & Security
 Supervisor*: Director of Safety & Security
 Shift*: Monday through Friday, 8am – 4pm
 Days Off*: Saturday and Sunday

MCCC AFSCME DCE Non-Unit Full-time Part-Time

*Supervisor, area of assignment, shift, and days off are currently applicable to this position; however, these specifications are descriptive and not restrictive and are subject to change by the administration, pursuant to the applicable terms of the collective bargaining agreement. Note: This is a 40 hour per week position including a 30 minute meal period which shall be taken on campus and during which the ISO will be on call at all times.

Application Procedures: For consideration, send cover letter, resume, and a list of names and telephone numbers for three (3) recent job-related references to the Human Resources Office, Berkshire Community College, 1350 West Street, Pittsfield, MA 01201 hbailey@berkshirecc.edu.

Application Closing Date: July 27, 2018. BCC is committed to providing an inclusive learning and working environment that values the diverse backgrounds of all people and encourages applications from individuals whose experiences and perspectives model the opportunities and success derived from a college education.



**Position Description, Form 30
Commonwealth of Massachusetts**

Position Title: Institutional Security Officer III
Job Group: 13
Functional Title (optional)

Department: Safety & Security

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Provide support to the Director of Safety & Security in protecting and safeguarding the campus in applying appropriate safety and security protocols, maintaining accurate departmental records, and serving as the College operator.

SUPERVISION RECEIVED (Name and title of person from whom incumbent receives direction)
 David Lesure, Director of Safety & Security

SUPERVISION EXERCISED (Number and titles of positions directly supervised by incumbent)
 Contracted security officers (in conjunction with Director of Security & Security)

DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES:

Safety & Security

- Actively monitor the operations of and activities within the Campus including, but not limited to, the performance and state of the CCTV equipment and alert systems (i.e., fire alarm systems, intrusion detection systems, and access control systems)
- Monitor and advise appropriate College administrators and/or campus employees and students about traffic problems (i.e. accidents), weather conditions, construction areas, and other types of hazards.
- Complete activity/incidents reports as necessary
- Maintain database for campus Safety Data Sheets (SDS).
- Participate in Contract Security Officers shift turnover meetings to assure a clear understanding of the workload and daily/weekly expectations including but not limited to preparing work and running schedules as well as monitoring personnel or equipment locations
- Maintain inventory database of all campus communication equipment (radios).
- In Conjunction with the Director of Safety & Security:
 - serve as a liaison with contracted Security Officers assigned to the College in order to ensure compliance with provisions of the contract;
 - maintain logs and files to ensure contracted Security Officers receive the proper initial and yearly trainings;
 - ensure compliance in OSHA, MA Department of Labor Standards, and Clery Act Regulations including maintenance of Daily Crime Log;
 - coordinate and participate in various trainings to the Campus community related to safety and security policies and procedures and coordinate drills and exercises as required by the Emergency Response and Evacuation plan, by law, or when necessary;
 - assist in the removal of hazardous waste on campus.
- Designated as a Campus Security Authority (CSA)
- Designated as Essential Personnel during site emergencies.

Records Maintenance

- Create, process, and maintain departmental files/records including but not limited to of departmental expenses, inventory, and customer requests.

- Maintain work order records including but not limited to, fire extinguisher checks, handicap door checks, campus signage requests, exterior lighting checks, emergency phone checks, first aid inventory checks.
- Process campus parking violations and maintain appropriate files

Campus Communications

- Serve as the College Operator and direct calls as appropriate.
- Responsible for overseeing all communications within specified areas
- Participate in various campus meetings and serve on campus committees as appropriate.

QUALIFICATIONS REQUIRED AT HIRE (List knowledges, skills and abilities)

- Ability to communicate effectively in oral and written expression.
- Ability to exercise sound judgment.
- Ability to make decisions and act quickly in emergency and dangerous situations.
- Ability to deal tactfully with others.
- Ability to establish and maintain harmonious working relationships with others.
- Ability to establish rapport with persons from different ethnic, cultural and/or economic backgrounds.
- Ability to understand, explain and apply the provisions of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
- Ability to exercise discretion in handling confidential information.
- Ability to follow oral and written instructions.
- Ability to give oral and written instructions in a precise, understandable manner.
- Ability to accurately record information and prepare general reports.
- Ability to assemble items of information in accordance with established procedures.
- Ability to maintain accurate records.
- Ability to read and interpret such documents as maps, charts, building plans, etc.
- Ability to adapt to varying work situations.
- Ability to determine the proper format and procedure for assembling items of information.
- Ability to use of Microsoft Office, especially Excel and Word, to effectively manage data.
- Ability to effectively use emerging technologies.
- Ability to work independently.
- Knowledge of the standard methods for collecting, identifying and preserving evidence.
- Ability to coordinate the efforts of others in accomplishing assigned work objectives.
- Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

QUALIFICATIONS ACQUIRED ON THE JOB (list knowledges, skills and abilities)

- Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards, and guidelines governing assigned unit activities.
- Knowledge of the geographic composition of the campus.
- Knowledge of the types and uses of fire protection equipment such as fire alarms and sprinkler systems on campus.
- Knowledge of the types and uses of access control and video management systems police protective alarm systems of the assigned agency.
- Knowledge of the types and application of emergency medical procedures such as cardio-pulmonary resuscitation, tourniquets, etc.
- Knowledge of the standard procedures followed in operating mobile and/or fixed radio communications equipment.

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- Knowledge of the terminology, codes and standard abbreviations used in connection with radio communication.
- Knowledge of the types and uses of agency forms.
- Knowledge of the methods and procedures followed in the security of buildings and property.
- Knowledge of the methods and techniques of vehicular and pedestrian traffic control.
- Knowledge of the methods of general report writing.
- Knowledge of the principles, practices and techniques of supervision.
- Completion of National Incident Management System (NIMS) training
- Completion of Management of Aggressive Behavior (MOAB) certification (or equivalent)
- Completion of various safety and security related training programs (i.e. Clery Act, mental health first aid, crowd management, etc.)

MINIMUM ENTRANCE REQUIREMENTS

Applicants must have at least (A) one year of full-time, or equivalent part-time, experience in law enforcement, in a governmental police force or in work involving the protection or security of buildings, equipment or people as the major duty; an Associate's or higher degree with a major in police science, law enforcement or criminal justice may be substituted for the required experience. Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

LICENSE AND/OR CERTIFICATION REQUIREMENTS

- Massachusetts 1st Responder certification (or ability to successfully complete such certification after hire)

Commonwealth of Massachusetts
Human Resources Division
Class Specification
Institution Security Officer Series

I. INSTITUTION SECURITY OFFICER SERIES:

Institution Security Officer I
Institution Security Officer II
Institution Security Officer III
Institution Security Officer IV

II. SUMMARY OF SERIES:

Incumbents of positions in this series patrol an assigned area; make periodic rounds and security checks of buildings and grounds; conduct surveillance of assigned areas; determine the extent of violations and take appropriate action; take steps to remedy or control emergency situations; prepare and review a variety of information-gathering forms and reports; inspect fire fighting and other safety apparatus; provide direction and general information to the public; and perform related work as required.

The basic purpose of this work is to protect and safeguard the buildings and grounds of a state facility and the lives of its residents, staff, and the general public.

III. ORGANIZATIONAL LEVELS:

Institution Security Officer I is the entry-level protective service job in this series.

Institution Security Officer II is the second-level protective service in this series.

Institution Security Officer III is the first-level supervisory job in this series.

Institution Security Officer IV is the second-level supervisory job in this series.

V. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Patrols an assigned area by patrol car or on foot; makes periodic rounds and security checks of buildings and grounds; conducts surveillance of assigned areas; determines the extent of violations; notifies appropriate authorities; and takes whatever action is necessary in accordance with authorized procedures.

2. Takes steps to effectively handle or control emergency situations by administering first aid, summoning assistance, directing traffic, and participating in searches.

3. Prepares reports and logs on the occurrence of fires, disturbances, accidents, crimes and on the results of investigations.

4. Inspects fire fighting and other safety apparatus (e.g., fire extinguishers, sprinkler systems, alarm systems, fire lanes, emergency exits) in accordance with established agency procedures in order to safeguard the facility's property and the lives of its occupants.

5. Responds to inquiries on such matters as travel routes, parking, etc., and provides information conserving pertinent rules and regulations to new patients, residents or students, to other agencies and the general public.

6. Performs related duties such as screening persons for identification, purpose of visit, or required authorization; participating in searches for missing persons or property; operating two-way radios and/or base station address systems; locking or unlocking doors, gates, etc.; directing or controlling traffic; raising or lowering flags; assessing road conditions to determine need for emergency snow removal or sanding; and maintaining records.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Institution Security Officer II:

Incumbents of positions at this level or higher also:

1. Investigate complaints and reports of criminal activity; determine whether a violation of laws, rules or regulations has occurred; interrogate suspects and interview witnesses and victims; and take appropriate action such as reporting findings to the appropriate authorities; making arrests and issuing warnings, parking tickets or other citations.
2. Provide security for dignitaries, witnesses, transporters of cash and others requiring personal protection; control crowds at public gatherings or demonstrations; and assist in the evacuation of patients, residents or students in drills or emergency situations.
3. Arrange for the appearance of witnesses and appears personally as a witness in order to assist in court or grand jury proceedings.

Based on assignment incumbents of positions at this level may:

1. Escort or transport patients under constraint.

Institution Security Officer III:

Incumbents of positions at this level or higher also:

1. Conduct roll calls or inspections of personnel and equipment.
2. Conduct staff meetings or briefing sessions.
3. Serve as liaison between administrative and security personnel and coordinate law enforcement activity with other agencies.
4. Perform related duties such as issuing and accounting for supplies, tools and equipment; and maintaining personnel records such as attendance, overtime rosters, payroll information, leave records, etc.

Institution Security Officer IV:

Incumbents of positions at this level also:

1. Interview applicants for employment to determine suitability for the job.
2. Conduct internal investigations of agency staff.
3. Prepare periodic (monthly, quarterly, yearly) or special statistical reports on such matters as crime incidence, accidents, motor vehicles, etc.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with state and local police, local fire departments, agency employees, patients, students and the general public.

VII. SUPERVISION RECEIVED:

Institution Security Officer I:

Incumbents of positions at this level receive direct supervision from Institution Security Officers or other employees of higher grade who provide instruction, assign work and review performance through observation and reports for conformance to all applicable laws, rules and regulations.

Institution Security Officer II:

Incumbents of positions at this level receive direct supervision from Institution Security Officers or other employees of higher grade who provide instruction, assign work and review performance through observation and reports for conformance to all applicable laws, rules and regulations.

Institution Security Officer III:

Incumbents of positions at this level receive general supervision from Institution Security Officers of other employees of higher grade who provide policy and procedural guidance, assign work and review performance through reports and conferences for adherence to agency policies and procedures.

Institution Security Officer IV:

Incumbents of positions at this level receive general supervision from managerial or other employees of higher grade who provide policy guidance, assign work and review performance through reports and conferences for adherence to general policy.

VIII. SUPERVISION EXERCISED:

Institution Security Officer I:

None.

Institution Security Officer II:

None.

Institution Security Officer III:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 6-15 security personnel.

Institution Security Officer IV:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-5 security personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 6-15 security personnel.

X. WORKING CONDITIONS:

Institution Security Officers work in and around the grounds of a state facility; work alone; work outside in all weather conditions; are on call 24 hours a day, 7 days a week; stand and walk for prolonged periods of time; and are subjected to verbal and physical abuse in a job related setting; work in a high crime area; lift heavy objects or persons; work with people who are under physical or emotional stress; and work varied shifts.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to communicate effectively in oral expression.
2. Ability to gather information through observing and questioning individuals and examining records and documents.
3. Ability to maintain a calm manner in stressful and emergency situations.
4. Ability to exercise sound judgment.
5. Ability to make decisions and act quickly in emergency and dangerous situations.
6. Ability to interact with people who are under physical and/or emotional stress.
7. Ability to deal tactfully with others.
8. Ability to establish and maintain harmonious working relationships with others.
9. Ability to establish rapport with persons from different ethnic, cultural and/or economic backgrounds.

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10. Ability to understand, explain and apply the provisions of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
11. Ability to exercise discretion in handling confidential information.
12. Ability to follow oral and written instructions.
13. Ability to give oral and written instructions in a precise, understandable manner.
14. Ability to accurately record information provided orally.
15. Ability to prepare general reports.
16. Ability to assemble items of information in accordance with established procedures.
17. Ability to maintain accurate records.
18. Ability to read and interpret such documents as maps, charts, building plans, etc.
19. Ability to adapt to varying work situations.

Based on assignment the following additional qualifications may be required at hire:

1. Ability to operate a motor vehicle.

Additional qualifications required at hire for Institution Security Officer II and higher positions:

1. Knowledge of the methods and procedures followed in the security of buildings and property.
2. Knowledge of the methods and techniques of vehicular and pedestrian traffic control.
3. Knowledge of the techniques for handling and transporting injured persons.
4. Knowledge of the methods of general report writing.
5. Ability to determine the proper format and procedure for assembling items of information.

Based on assignment, the following additional qualifications may be required at hire for Institution Security Officer II and higher positions:

1. Knowledge of the procedures and techniques used in transporting patients under restraint.

Additional qualifications required at hire for Institution Security Officer III and higher positions:

1. Knowledge of the standard methods for collecting, identifying and preserving evidence.
2. Knowledge of the terminology used in law enforcement work.
3. Knowledge of the standard methods and techniques of crowd management.
4. Ability to coordinate the efforts of others in accomplishing assigned work objectives.
5. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

Additional qualifications required at hire for Institution Security Officer IV positions:

1. Knowledge of the principles, practices and techniques of supervision.
2. Ability to write concisely, to express thoughts clearly and develop ideas in logical order.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards, and guidelines governing assigned unit activities.
2. Knowledge of the laws, rules and regulations governing arrest, search and seizure.
3. Knowledge of the procedures followed in courtroom proceedings.
4. Knowledge of the geographic composition of the assigned work area.
5. Knowledge of the types and uses of fire protection equipment such as fire alarms and sprinkler systems of the assigned agency.
6. Knowledge of the types and uses of fire fighting equipment such as hoses, nozzles, etc.
7. Knowledge of the rescue methods used in fire fighting.
8. Knowledge of the types and uses of police protective alarm systems of the assigned agency.
9. Knowledge of the types and application of emergency medical procedures such as cardio-pulmonary resuscitation, tourniquets, etc.
10. Knowledge of the standard procedures followed in operating mobile and/or fixed radio communications equipment.
11. Knowledge of the terminology, codes and standard abbreviations used in connection with radio communication.
12. Knowledge of the types and uses of agency forms.
13. Knowledge of the types and availability of public and private organizations for providing medical, health care, police protection and fire fighting services.

Additional qualifications acquired on job in Institution Security Officer I positions:

1. Knowledge of the methods and procedures followed in the security of buildings and property.
2. Knowledge of the methods and techniques of vehicular and pedestrian traffic control.
3. Knowledge of the techniques for handling and transporting injured persons.
4. Knowledge of the methods of general report writing.

Additional qualifications acquired on job in Institution Security Officer II positions:

1. Knowledge of the standard methods for collecting, identifying and preserving evidence.
2. Knowledge of the terminology used in law enforcement work.
3. Knowledge of the standard methods and techniques of crowd management.

Additional qualifications acquired on job in Institution Security Officer III positions:

1. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Institution Security Officer I:

None. See Section XIII, Special Requirements.

Institution Security Officer II:

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Applicants must have at least (A) six months of full-time, or equivalent part-time, experience in law enforcement, in a governmental police force or in work involving the protection or security of buildings, equipment or people as a major duty, or (B) any equivalent combination of the required experience and the substitutions below:

Substitutions:

I. An Associate's or higher degree with a major in police science, law enforcement or criminal justice may be substituted for the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Institution Security Officer III:

Applicants must have at least (A) one year of full-time, or equivalent part-time, experience in law enforcement, in a governmental police force or in work involving the protection or security of buildings, equipment or people as the major duty, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. An Associate's or higher degree with a major in police science, law enforcement or criminal justice may be substituted for the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Institution Security Officer IV:

Applicants must have at least (A) two years of full-time, or equivalent part-time, experience in law enforcement, in a governmental police force or in work involving the protection or security of buildings, equipment or people as the major duty, or (B) any equivalent combination of the required experience and the substitutions below:

Substitutions:

I. An Associate's degree with a major in police science, law enforcement or criminal justice may be substituted for a maximum of one year of the required experience.*

II. A Bachelor's degree or higher with a major in police science, law enforcement, or criminal justice may be substituted for the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

XIII. SPECIAL REQUIREMENTS:

I. Based on assignment, appointee must be eligible for appointment as a special police officer under Chapter 147 of the Massachusetts General Laws.

II. Based on assignment, possession of a current and valid Massachusetts Class 3 Motor Vehicle Operator's License.

Occupational Group 01

Revised 11/87