

JOB POSTING – CUPE 1356-2 (Canadian Union of Public Employees)

JOB TITLE:	CCTV Operator
AFFILIATION:	CUPE 1356-2
EMPLOYMENT TYPE:	Part-Time Casual

I. JOB PURPOSE:

CCTV Operators ensure that York University's 600+ CCTV cameras are checked on a regular basis and in good working order, with the necessary steps taken if, and when, a malfunction is identified. Additionally, CCTV Operators conduct periodic area checks on the CCTV cameras and notify the Security Control Centre of anything identified that may require follow up by York University Security Services, VPFA. The CCTV Operators also provide after-hours customer service and support to patrons utilizing the University's Parking services. CCTV Operators may have access to, or come in contact with, confidential information which may include, but is not limited to: Personal information about employees, students, and other members of the University; Any other information relating to York University's business or activities, deemed confidential or proprietary by York University.

II. RESPONSIBILITIES:

Provide excellent customer service to the York community.

Conduct periodic checks of all University CCTV cameras, identifying any cameras that are malfunctioning and ensuring the appropriate party is notified to affect repairs.

Maintain accurate logs of all duties completed throughout the shift.

Monitor CCTV cameras in peak University areas and inform Security Control Centre of anything that may require follow-up action from York Security Services.

Provide support as needed to York employees (including but not limited to those in Security, Parking and Transportation Services) by monitoring events on campus as required.

Provide after-hours support to Parking Operations by acting as the on-call number for any parking patron problems or questions. Ensure that vehicle logs are completed as needed for any Gate Control usage and ensure any Parking equipment issues are logged and reported to Parking Operations for follow-up as needed.

Participate in special events as needed (e.g. Tennis Canada), including all affiliated duties such as information and direction.

Other duties as required.

III. QUALIFICATIONS:

a) Minimum level of formal education required:

High school education. Must be enrolled and registered as a full-time student in a degree program at York University.

b) Minimum number of years and type of relevant work experience preferred:

A minimum of 1 year of customer service experience and/or community-related volunteer service experience is preferred.

c) Demonstrated skills and abilities required:

Demonstrated skill / ability in the following areas: good customer service skills, ability to solve problems. Excellent written & oral communications skills. Ability to work as part of a team, and exercise sound judgment. Demonstrated professionalism, courtesy, tact, and diplomacy. Strong work ethic and sense of responsibility. Proficiency with software applications including Microsoft Word, Access, and Excel is an asset.

d) Knowledge required:

N/A

IV. COMMUNICATION:

- English
- Basic reading skills (eg. Scanning text, reading forms, etc)
 - Basic writing skills (eg. Writing brief notes, completing forms, etc.)
 - Comprehends written material (eg. Asking & answering simple or repetitive questions, etc.)
 - Write non-complex documents (eg. Extracting information/details, reading reports / correspondence, etc.)
 - Sustains conversation on specific topics (eg. Explains standard policies / procedures/services, etc.)

V. SUPERVISORY RESPONSIBILITIES:

Not applicable

VI. ADDITIONAL NOTES:

Notes: Must be able to sit and watch LCD screens for extended periods of time (typically between 4 and 8 hours).

Note: All applicants must be, and remain as, full-time students actively working towards a degree at York University to be considered eligible for these positions, as per the CUPE 1356-2 Collective Agreement.