

Western Foot Patrol

Patroller Position Description

Purpose

Increase campus safety through safe escorts, patrols, visible presence and reporting

Activities & Responsibilities

- Provide safe escorts, walking customers to their destination
- Patrol designated areas, as instructed by the OM
- Works as a team with patrol partner, OM, other volunteers and staff
- Adhere to WFP policies, procedures, pre-shift instructions, guidelines
- Use proper care for all equipment signed out under name including jacket/vest, flashlight, radio, etc.
- Report all criminal, suspect and/or dangerous activity observed to the OM
- Refrain from interfering/intervening in any criminal or dangerous incidents
- Assist trained professional in emergency situations, as needed
- Record malfunctioning street lights during audits
- Conduct Emergency Phone checks
- Provide customers with excellent service
- Maintain confidentiality of customers and volunteers

Qualifications

Excellent verbal communication skills
Able to walk/stand for long periods
Dependable, punctual
Able to take direction
Understanding of how to provide high level of customer service
Member of the Western community

Timeframe

Weekly three hour shifts

Site

Western main campus, affiliate college campuses, and some off campus locations. Most activity will take place outdoors.

Supervision

During shift, reports directly to the OM and if needed, on call staff

Benefits

Volunteers will meet a variety of people from campus and become familiar with campus. Volunteers will gain work experience and references. In addition, there is opportunity to progress to other WFP positions.

Challenges

At times, walk long distances and walk in unpleasant weather conditions

Success Measures

Complete safe escorts and work visits
Patrol assigned area(s) of campus
Report criminal or unsafe situations
Customer satisfaction through surveys or random compliments/complaints

Training

Patroller training
Health & Safety Training – online
AODA Customer Service Standard – online
Safe & Respectful Campus Bill 168 - online