

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

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.

In addition, there is opportunity to

progress to other WFP positions.