Position Title: **Shift Supervisor**  
Department: **Security Services, Facilities Management**  
Reports to: **Operations Manager, Security Services**

*Dalhousie University is Atlantic Canada’s leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 19,000 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, which celebrated 200 years of academic excellence in 2018.*

**JOB SUMMARY**  
A Shift Supervisor is a member of the Dal Security management team and reports to the Operations Manager. The security department is a diverse group comprised of over 30 full-time professional staff along numerous part-time student employees. In a patrol area covering 130+ buildings across four campuses, the Shift Supervisor is primarily responsible for the field supervision of security officers by offering direction and task assignment; staff development and training; providing on-scene resource coordination and support. As the Shift Supervisor is responsible for ensuring the highest level of service delivery, they must consistently demonstrate confidence in taking initiative and possess above average problem solving skills. In order to be successful in this position, it is essential that the candidate embrace a collaborative style of leadership with the ability to focus on team and community building. We are looking for a committed, qualified individual who strives to cultivate connection and understanding among team members. The successful candidate will model respect and integrity, while finding innovative ways to deliver positive outcomes.

**KEY RESPONSIBILITIES**

- Promotes accountability through regular supervisory patrols with shift members, ensuring service delivery is professional and meeting expectations.  
- Provides on-scene coaching and instruction to staff; as well as,  
- Act as the first level escalation point for service complaints, recurring issues, or safety concerns.  
- Ensure that all activities performed by shift personnel are consistent with approved standard operating procedures and University policies and values.  
- Direct daily shift assignments and real-time operational priorities based on available staffing levels, established commitments, and connection to organizational values.  
- Manages personnel administration functions including overtime, professional development, performance evaluation, training, attendance management and discipline.  
- Ensures all relevant documentation regarding shift activities is logged in the database and verify the accuracy of documentation.  
- Act as primary point of contact for other security management team members during the initial stage of an urgent matter or emergency event and provide reliable situation reports.  
- Stay informed about incident trends, upcoming events, and University operations and participate in Shift Briefings accordingly.  
- Submit digital time cards to payroll, ensuring accuracy for all members over the course of a 12-hour shift.  
- Work cohesively as part of the management team through crossover briefings; understanding that shared work and responsibility rely on good and consistent communication.

**ADDITIONAL NOTE**  
Responding to over 15,000 calls for service annually, the main focus of the work is a collaboratively with other campus partners in supporting the safety of the community. With 22% international
student representation, Dal Security has a commitment to reflect a diverse security team to help make people feel safe on campus.

Patrol supervision is delivered in a 24/7 continuous operation environment. The Shift Supervisor works a rotation of dayshifts and nightshifts that includes shifts on weekdays, weekends and holidays. While the primary workplace assignment is Halifax campuses, there will be occasional required travel to the Agriculture Campus in Bible Hill, NS. Operational priorities and realities may necessitate schedule modifications. The Shift Supervisor remains flexible to accommodate other duties as assigned.

QUALIFICATIONS

Post-secondary education in law enforcement, criminology, or related field. At least five years relevant experience with a minimum of two years of management duties, preferably in a large institutional setting and/or a unionized environment. Experience using sophisticated alarm monitoring and electronic access control systems, CCTV, and dispatch software is ideal. The candidate should be well-versed in environmental health and safety regulations as well as the Criminal Code, Youth Criminal Justice Act, Human Rights Act, and the Protection of Property Act. Additional training in Crime Prevention (CPTED) and the Incident Command System is an asset. A preferred candidate will have understanding and experience working with restorative approaches to justice as well as possess excellent communication and organizational skills. Must be able to submit an acceptable Criminal Record Check with a Vulnerable Sector Search. Additionally, must hold at a minimum, a Nova Scotia issued Class 5 driver’s license without restrictions. A recent driver’s abstract must also be submitted.

JOB COMPETENCIES:

The Security Shift Supervisor is expected to demonstrate proficiency in Dalhousie’s Core and Leadership competencies (https://www.dal.ca/dept/leaders.html);

In addition to Dalhousie’s Core and Leadership competencies the incumbent will be expected to demonstrate the following job specific competencies:

Initiative: Constantly finding ways to do better while encouraging positive outcomes
Curiosity: Commitment to ongoing learning and understanding context of the bigger picture
Excellence: Demonstrate attention to detail and operates with competence and professionalism
Inclusion: Cultivate work space where team members feel connected and understood by each other
Empathy: Care about and give recognition to a range of lived experiences beyond one’s own
Leadership: Motivate a team while modelling expected behaviours with respect and integrity