

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

### Success Measures

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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

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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

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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

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Weekly three hour shifts

### Site

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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.