



## JOB INFORMATION

<i>Job Code:</i>	147018
<i>Job Title:</i>	Surveillance Operations Monitor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Public Safety (Non-Step)
<i>Job Family Group:</i>	Public Safety
<i>Management Level:</i>	8 Individual Contributor
Surveillance Operations Monitor	

## JOB SUMMARY

Monitors Closed Circuit Television systems (CCTV) digital recording programs, vehicle tacking technology, access control systems, as well as fire, life and intrusion alarms to assist Department of Public Safety in providing safety and protecting the property at the University Park Campus, Health Sciences Campus, University Village, and USC off-site locations. Initiates emergency and non-emergency response of department personnel via radio communications or telephone. Serves as a vital link between Public Safety personnel and all other emergency and non-emergency services available in the university community.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		High school or equivalent		
	X	Associate's degree		Or
	X	Bachelor's degree		

### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		2 years		
	X	3 years		

### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of Closed Circuit Television systems (CCTV) and alarm monitoring.
X		Knowledge of standard methods, technology and procedures utilized to conduct video surveillance.
X		Working knowledge of computer systems and programs.
X		Excellent hand-eye coordination and computer skills.
X		Ability to operate computer-assisted communications equipment.
X		Must be able to work under pressure and exercise good judgment in emergency conditions.
X		Excellent written and oral communication skills.
	X	Previous operator experience in Closed Circuit Television systems (CCTV), license plate recognition programs, access control systems, and alarm monitoring programs.
	X	Ability to understand and embrace current and future technologies to enhance communications center operations.

## Licenses

Req	Pref	License(s)
X		Valid Driver's License.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Conducts Closed Circuit Television systems (CCTV) monitoring and surveillance of public areas for security purposes.				
Responds to Public Safety personnel requests to observe and track criminal or suspicious activity during active investigations.				
Monitors access control systems, fire, life and intrusion alarms via multiple computer systems and programs.				
Documents records of all incidents and actions taken in Computer Aided Dispatch system and SharePoint.				
Writes and prepares daily logs and reports.				
Extracts appropriate evidential records (video and photograph) from security systems to be used in investigative cases.				
Liaises with Public Safety personnel, Los Angeles Police Department, and other agencies to ensure the appropriate use of the security systems during investigations.				
Testifies in court as a subject matter expert and representative of the Department of Public Safety.				
Observes and identifies individuals involved in criminal or suspicious activity on university owned or managed property or in the surrounding community.				
Assists Public Safety and other law enforcement agencies in investigating criminal or suspicious activity.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_

Print Employee Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Print Manager Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.