UNIVERSITY OF SOUTHERN CALIFORNIA
Surveillance Operations Monitor
Job Code: 147018

OT Eligible: Yes
Comp Approval: 5/24/2016

JOB SUMMARY:
Monitors Closed Circuit Television systems (CCTV) digital recording programs, vehicle tracking 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 ACCOUNTABILITIES:

*E/M/NA % TIME

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.

Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>No</th>
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| 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 efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Knowledge of Closed Circuit Television systems (CCTV) and alarm monitoring. Knowledge of standard methods, technology and procedures utilized to conduct video surveillance. Working knowledge of computer systems and programs. Possess excellent hand-to-eye coordination and computer skills. Ability to operate computer assisted communications equipment. Must be able to work under pressure and exercise good judgment in emergency conditions. Must be able to communicate clearly and concisely, oral and in writing.

**Preferred Education:**

Associate's degree
Bachelor's degree

**Preferred Experience:**

3 years

**Preferred Field of Expertise:**

Previous operator experience in Closed Circuit Television systems (CCTV), license plate recognition programs, access control systems, and alarm monitoring programs. Ability to understand and embrace current and future technologies to enhance communications center operations.

**Skills:** **Administrative:**

Answer telephones
Communicate with others to gather information
Compose correspondence
Compose letters
Customer service
Gather data
Input data
Maintain filing systems
Maintain logs
Maintain records
Research information
Understand and apply policies and procedures
Understand and enforce regulatory guidelines
Use database and/or word processing software

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Skills: Specialized Equipment:

Closed Circuit Television systems (CCTV)
Video surveillance equipment

Supervises: Level:

May oversee student, temporary and/or resource workers.

Comments:

Candidates must be able to pass a thorough background investigation.

SIGNATURES:

Employee: ________________________________ Date:_____________________________

Supervisor: ________________________________ Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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