



CLASS SPECIFICATION FOR:

**Security Officer Supervisor**

**General Statement of Duties:**

Supervises armed County Security Officers on an assigned shift; performs security related duties for County properties and facilities Countywide as assigned; does related work as required.

**Distinguishing Features of Class:**

Primary duties include serving as a working supervisor; supervising an assigned shift of armed security officers with primary responsibility for conducting foot and vehicle patrols of County properties and facilities Countywide and responding to alarms and unusual activities; performing a variety of security related duties at various County properties and facilities Countywide; conducting patrols; conducting investigations; operating a centralized Security Communications Center to process calls, facilitate communications, dispatch personnel, and monitor surveillance technology; and preparing and maintaining a variety of documentation and reports as assigned. May handle special assignments and projects as needed. Researches and resolves, or recommends resolution, of a wide variety of problems or questions with unusual issues referred to the supervisor or appropriate County or Department staff. Work is performed independently under general supervision of the Chief of Security Services.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Responsible for the day-to-day supervision of assigned County Security Officers on an assigned shift; providing training, coaching and feedback; approving leave requests and timecards; setting schedules and giving work assignments; handling performance issues; completing and delivering performance appraisals, etc for all assigned staff; and may handle or assist with the recruitment and selection processes as assigned;
- Serves as working supervisor responsible for completing patrols, conducting investigations, coordinating an assigned shift's patrols, preparing and maintaining a variety of required and assigned documentation, and performing other assigned duties;
- Works within a centralized Security Communications Center to receive and process alarms, communicate by telephone or radio, operate computer Aided Dispatch systems, and utilize and monitor state of the art Video Surveillance technology;
- Responds to urgent and emergency situations at County properties and facilities;
- Conducts investigations, prepares accurate detailed Incident Reports, and appears in court to give testimony as summoned;
- Shares information and technical knowledge with assigned officers and all other Security Division staff appropriately;
- Provides information or assistance to County employees and the public;
- Collaborates with Key Officials, Elected Officials, Judicial Officers, County Leadership, and Public Safety Agencies on security related matters;
- Researches and resolves, or recommends resolution, of a wide variety of situations, problems or questions appropriately;
- Appropriately refers issues to the Chief of Security Services, appropriate department personnel or other appropriate County staff for resolution;
- Follows all protocols, policies and procedures, and creates and maintains thorough, accurate, detailed records and reports;
- Performs on-call duties during specific time periods on a rotational basis as assigned;
- Handles administrative duties or special projects as assigned by Chief of Security;
- Develops and maintains a sound up-to-date working knowledge and understanding of the Security Division's operations, technologies, equipment, protocols, policies and practices, as well as department-specific technology and equipment utilized in or incidental to assigned duties and responsibilities;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Extensive knowledge of security principles, practices, procedures, and techniques; ability to effectively supervise armed County Security personnel; ability to articulate and document incidents thoroughly and accurately in a clear and concise manner, including the ability to participate in court proceedings as needed and give credible testimony; ability to consistently accurately interpret, apply, and communicate protocols, policies and procedures to all levels of County employees and the public; ability to operate and function alertly, safely and appropriately within in all applicable protocols with issued Security equipment, including vehicles and firearms, during assigned work shifts and patrols; ability to be courteous yet firm in all interactions with the public; good powers of observation and memory with strong attention to details; ability to accurately compile data and provide accurate detailed information as needed; ability to carry out complex oral and written instructions; sound critical thinking and problem solving skills with the ability to appropriately resolve a wide variety of questions and issues within established protocols, policies, guidelines,



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requirements and procedures including during emergency and stressful situations; appropriate use of discretion and sound professional judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; may require the ability to research issues and identify solutions; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned supervisory, administrative, security and patrol tasks accurately and in a timely manner within established deadlines and protocols; ability to multi-task effectively; professional integrity including the ability to maintain the integrity of confidential and/or sensitive information and processes encountered while performing security duties, patrols and investigations; sound political astuteness; ability to operate a security patrol vehicle in a safe and effective manner; physical condition that permits such activities as extensive foot patrols, stairclimbing, and ability to perform defensively resulting from a physical contact with person(s) and to perform other assigned duties and responsibilities as assigned; ability to work under adverse temperatures and/or weather conditions; sound computer skills with ability to use computer and typical business software, proprietary software and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective patrols, investigations, interactions and data collection; excellent interpersonal, written and verbal communication skills with the ability to interact professionally and to establish and maintain effective working relationships; ability to express ideas, information, protocols, policies and procedures clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, County staff and officials, and the public; personal accountability; good supervisory skills including strong training skills and the ability to effectively manage workloads, direct the activities of assigned staff efficiently, and to foster and maintain high morale and engagement; excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy. Must be able to positively and appropriately represent the County with the public and other stakeholders. Requires the ability to work a flexible schedule as needed.

### Minimum Education and Experience:

Education: Graduation from high school;

Experience: Three (3) years of relevant work experience in security operations, with previous supervisory experience preferred;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Valid driver's license with a safe driving record.
- No felony convictions or convictions relating to domestic violence.
- Must successfully complete the County's basic security academy.
- Must successfully complete the required firearms training within specified time period.

**NOTE:** Portions of the Security Academy may be waived for incumbents who submit evidence of successful completion of academy training in Law Enforcement or equivalent from a local, State, or Federal entity.