

City of San Jose

SECURITY SERVICES SUPERVISOR (6335)

CLASS PURPOSE

Under general direction, performs work of considerable difficulty managing all security operations, at the City of San Jose's Convention and Cultural Department's Facilities. Performs related work as required

TYPICAL DUTIES AND RESULTS (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Organizes and manages a comprehensive public assembly facilities security program.

Analyzes existing security procedures, programs, and plans, and recommends action to improve overall security operations.

Directs the supervision of security staff in providing response, assistance, and information to the public, patrons, clients, and users of the Convention and Culture Facilities.

Directs the supervision of security staff in handling disturbance problems, and enforcing safety requirements and emergency procedures.

May assist in the recovery of lost or missing materials, general surveillance, loss prevention, and investigation of illegal acts committed within the facilities perimeter and requests emergency assistance from Public Safety Departments when needed.

Prepares a variety of reports and memoranda regarding security services, procedures, and actions.

Conducts Division staff meetings.

Orders supplies and equipment necessary for security services.

Makes the recommendation regarding important personnel actions such as selection, hiring, training, discipline and other matters.

Maintains and coordinates effective working relationships with internal staff, the City's Public Safety Departments, other City Staff, and other public and private agencies.

TYPICAL END RESULTS INCLUDE: The development and implementation of a security program to ensure maximum safety and security to Convention and Culture Facilities' patrons and employees, equipment and facilities; assurance of an efficient, competent, and motivated, thoroughly trained and effective Convention and Culture Department security staff; establishment and enforcement of departmental policies and procedures; and the generation of adequate records and reports.

DISTINGUISHING CHARACTERISTICS

This is a single position class reporting to the Chief of Operations and Maintenance of the Convention and Cultural Dept., and is responsible for supervising and directing security services of the Department's grounds and facilities.

The incumbent in this class is not a deputized peace officer and does not possess the power of law enforcement but closely works with the Public Safety Departments.

QUALIFICATIONS

Minimum Knowledges, Skills and Abilities

Knowledge of practices and procedures used in general law enforcement, safety, security and crowd control.

Knowledge of the principles and practices of supervision.

Ability to establish and maintain effective working relationships with the public, other enforcement agencies, personnel and other City staff.

Ability to plan, coordinate, implement, monitor and evaluate security operations.

Ability to communicate clearly and concisely both orally and in writing.

Competency Knowledges, Skills and Abilities

Knowledge of departmental policies and of safety and security measures pertinent to the Facilities protection.

Knowledge of practices and procedures used in training subordinate staff in modern methods of safety and security.

Ability to supervise.

Training And Experience

Any combination of training and experience equivalent to completion of two years of undergraduate coursework from an accredited college or university in law enforcement, business administration or public administration, plus four (4) years of experience in security or law enforcement including two (2) years of supervision.

Licenses/Certificates

Possession of a valid driver's license authorizing operation of a motor vehicle in California.