

MUNICIPAL SECURITY SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Municipal Security Supervisor provides supervision over Municipal Security Officers and may participate in the day-to-day work activities related to providing security at assigned municipal facilities and surrounding premises. The responsibilities include: patrolling and observing the activities of persons in and around City buildings, grounds, parking lots, and monitoring security systems including Closed Circuit Television (CCTV) intrusion and duress alarms. The work involves responding to security situations and alarm calls; assessing the problems and bringing about a resolution; manning a visitors' desk to prevent unauthorized access to restricted areas; answering routine inquiries; logging entries and directing visitors to appropriate areas; escorting personnel from buildings after normal business hours; and performing security checks. A Municipal Security Supervisor enforces correction of infractions through verbal warning, expelling unruly persons, and/or by notifying the proper authorities. Additional duties include: preparing written documents such as a daily log and reports of incidents that occur; operating a vehicle requiring a valid Class D Arizona Driver's License to patrol facilities at various locations; and comprehending and making inferences from written materials in order to interpret and enforce rules, regulations, and City ordinances relating to Municipal Security. The supervisory responsibilities include determining work schedules and assignments, training new staff members, completing performance appraisals and activity reports, addressing performance deficiencies, mitigating employee conflicts, and handling more difficult and complex security situations. This class performs related duties as required.

Distinguishing Features: Municipal Security Supervisor is a civilian classification and employees in this class do not have the authority to carry a weapon or to make an arrest. The public contact component of the work requires exercising initiative, tact, and good judgment in resolving security issues. Duties are performed under guidelines set forth by department regulations and appropriate City ordinances. An employee in this class is required to use appropriate safety equipment and procedures in performing assignments. The Municipal Security Supervisor may perform all of the duties of the Municipal Security Officer classification, however, is distinguished from this classification by the supervisory responsibilities. Supervision is received from the Municipal Security Coordinator. A Municipal Security Supervisor is generally based out of the Mesa Municipal Court but may be assigned to supervise any location. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. High school diploma or GED. A minimum of three years' experience as a security officer, police officer, or military police officer.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. Because of the confidential, sensitive nature of the information handled, successful completion of a background investigation is required. Within ninety days of hire or promotion, must successfully complete the 3-day Court Security Guard Academy in accordance with standards set by the Arizona Administrative Office of the Courts.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Lead or supervisory experience in a law enforcement, municipal security, court security, or detention/corrections setting. Associate's Degree or college level coursework in Criminal Justice.

ESSENTIAL FUNCTIONS

Communication: Communicates in person and by radio. Explains, interprets, and requests compliance with departmental rules, security detail procedures, and City ordinances relating to municipal security. Mediates disputes and refers matters of enforcement to sworn officers. Instructs and trains others on-the-job regarding security procedures. Reports work status and special problems to the Municipal Security Coordinator. Prepares written documents such as performance appraisals, workstation documentation, and daily logs and reports of incidents that occur.

Manual/Physical: Reviews the work products of staff to ensure compliance with departmental rules, security detail procedures, and City ordinances relating to municipal security. Walks around City premises and through facilities to provide security and visually observe activities of persons in and around municipal buildings. May operate a vehicle requiring a standard Class D Arizona Driver's License to patrol facilities at various locations. Detects audible signs of alarm or warning in order to respond to, investigate, report, and correct situations related to Municipal Security. Observes the behavior of people and monitors their actions for compliance with rules, regulations, and City ordinances related to municipal security. Visually monitors CCTV for suspicious activity. Monitors fire and panic alarms. May escort personnel from buildings after normal business hours. Works in a variety of weather conditions while performing security work outdoors.

Mental: Provides supervision over Municipal Security Officers. Prioritizes and assigns work to personnel. Resolves day-to-day work-related problems. Analyzes situations to determine if there is suspicious activity requiring sworn officers to respond. Determines effective resolutions to problem situations related to security. Comprehends and makes inferences from written materials in order to interpret and enforce rules, regulations, and City ordinances relating to municipal security. Learns job-related material through verbal instruction, on-the-job training, and in a classroom setting.

Knowledge/Skill/Abilities:

Knowledge of:

security techniques, strategies, and practices;
security equipment, City, and Department policies; and
supervisory principles and practices.

Skill in:

security observation;
de-escalating situations with agitated individuals; and
effective communication with the public and staff.

Ability to:

provide supervision over other employees;
work independently;
work safely without presenting a direct threat to self or others;
effectively communicate both verbally and in writing with the public and staff;
understand and follow verbal and written instructions;
learn and apply routine security surveillance techniques and principles;
acquire a working knowledge of various rules, procedures, and ordinances related to security;
prepare clear, concise, and accurate written reports and performance appraisals;
analyze situations quickly and objectively;
respond to emergent situations appropriately;
deal effectively with all segments of the public in stressful situations requiring tact, diplomacy, and sometimes firmness; and
establish and maintain effective working relationships with coworkers, subordinates, supervisors, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

MR/co/js

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EEO-PSW

JOB FCTN-GEN

INCREMENTS 60-200

PAY GRADE: 43

IND-7720

SWORN-No