

## MUNICIPAL SECURITY SHIFT SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Municipal Security Shift Supervisor provides supervision over Municipal Security Officers and participates, when necessary, in the day-to-day work activities related to providing security at 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 Shift 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 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, and handling more difficult and complex security situations. This class performs related duties as required.

**Distinguishing Features:** Municipal Security Shift 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 Shift 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 Shift Supervisor may be assigned to supervise any location; either a day, swing, or graveyard shift, which also includes weekends and holidays. This class is FLSA nonexempt.

The assignment in the Communications Center - Group I position performs supervisory duties in addition to: using the Computer Aided Dispatch (CAD) system to track status and location of security officers and monitoring any incidents that occur where officers are located; monitoring of the Closed Circuit Television (CCTV); and C\*Care alarm monitoring.

### QUALIFICATIONS

**Minimum Qualification(s) Required.** Any combination of training, education, or experience equivalent to graduation from high school or GED. A minimum of two years experience as a security officer, police officer, or military police officer.

**Special Requirement(s).** Must possess a valid Arizona Driver's License by hire date. Because of the confidential, sensitive nature of the information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological evaluation.

**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 Qualification(s).** Some lead or supervisory experience is preferred.

## **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 Arizona Driver's License to patrol facilities at various locations. Detects audible signs of alarm or warning in order to respond to, check out, 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 and practices; and  
supervisory principles and practices.

Skill in security observation.

Ability to:

provide supervision over other employees;  
work independently;  
work safely without presenting a direct threat to self or others;  
communicate both verbally and in writing;  
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;  
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.

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TO/pg

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EEO-PSW

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-GEN

INCREMETNS 62-200

PAY GRADE: 41

SECURITY-Yes

CDL-No

IND-7720

SWORN-No