



Office of Human Resources
Security Supervisor - CN2018
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General Statement of Duties

Provides supervisory duties over Security Officers to maintain a safe and secure environment for customers and staff.

Distinguishing Characteristics

This class performs first-line supervisory duties over employees performing security duties.

Level of Supervision Exercised

Supervises two or more employees who do not supervise.

Essential Duties

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Contributes to the customer service mission by assisting customers and staff as needed and requested.

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines, quantity, and quality standards.

Resolves problems encountered by employees during the course of the assignment.

Assists in the development of departmental budgets.

Develops and implements employee training and development plans for specific topics.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending, and coordinating the implementation of new procedures for the assigned functions or unit.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

Responds to calls from security staff for an emergency or to prevent theft, property destruction, or vandalism. Escorts unruly or disruptive persons from the property or assists with stopping the disruption.

Assists with investigations related to new employee hire and to theft, injury, or accident; collects evidence and testifies in court if necessary.

Staffs an established security station and writes offense, incident, and lost-and-found reports.

Handles, transports, and documents cash revenues.

May administer first aid to sick or injured employees and customers and contact medical providers for assistance.

May patrol parking lot and issue warnings, contact police to issue tickets, or contract with tow company to remove vehicles.

Assists in the research and development of agency-wide security and safety programs and systems which include system programming and emergency response.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Influencing - Collaborates with, persuades and influences others.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Written Communication - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of security policies and procedures sufficient to be able to identify and eliminate potentially unsafe situations.

Knowledge of investigative techniques sufficient to be able to conduct comprehensive investigations and provide information from investigations in court.

Skill in developing and implementing policies and procedures relative to the work assignment.

Skill in performing lifesaving procedures such as first aid.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of experience in security, loss prevention or law enforcement, including six months conducting safety or loss investigations.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Position requires a Red Cross/First Aid Certificate and a Defensive Driving Certificate at the time of application.

Requires possession of an Unarmed Business Guard License issued by the City and County of Denver.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Contact with customers under a wide variety of circumstances

Subject to varying and unpredictable situations

Handles emergency or crisis situations

Subject to many interruptions

Potential exposure to dangers of assaults/hazards from investigation alarms.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder. Pushing: exerting force upon an object so that the object is away. Pulling: exerting force on an object so that it is moving to the person. Climbing: ascending or descending objects usually with hands/feet. Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees. Crouching: bending body downward and forward by bending legs. Crawling: moving about on hands and knees or hands and feet. Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors. Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Vision Requirements:

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships. Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus. Color Vision: ability to distinguish and identify different colors.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Licenses/Certification

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-614

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: