



Title: Supervisor of Security Services
Job Code: 8516
Pay Range: 323
FLSA Status: Exempt – Executive/Supervisory

Employee Group: Non-represented
Established: December 2017
Revised:
EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

Supervise security programs and resources. Plan, organize, direct and evaluate security needs for the respective facility. Enforce and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as a member of the management team.

DISTINGUISHING FEATURES

The Supervisor of Security Services has responsibility related to essential functions and for supervision of assigned staff and budget for security services at the assigned MERC venue.

DUTIES AND RESPONSIBILITIES

1. Supervises, coordinates and oversees the work of security personnel, including Stage Door Attendants at Portland's Centers for the Arts.
2. Recruits, hires, trains, and manages the performance of staff.
3. Establishes and assigns schedules; ensures adequate staffing levels, reviews and reconciles payroll records.
4. Assists in implementing department plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
5. Works with management in the development of standards, policies and procedures.
6. Meets financial obligations as outlined in the budget.
7. Maintains and exhibits discretion with confidential and/or sensitive information.
8. Manages crises. Responds to matters elevated by facility security agents.
9. Performs the duties of Facility Security Agent, as needed, for the purposes of maintaining expertise or required certification.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.

2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school education or the equivalent and
- Two years' related work experience in private security services, military or civilian law enforcement fields and
- Two years of supervisory experience within five years of application or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Current driver's license and driving record sufficient to be insured by Metro insurance carrier
- Possession of First Aid and CPR/AED certification at time of hire
- Possession of a current Oregon DPSST Unarmed Security Certificate at time of hire
- Possession of DPSST Security Supervisory Certification
- Successfully pass the Facility Security Agent Physical Capacity Test

Knowledge, Skills and Abilities:

- Build and maintain collaborative, working relationships
- Excellent interpersonal and written communication skills
- Communicate clearly and concisely, both orally and in writing
- Remain calm under high pressure/difficult situations
- Implement de-escalation best practices and processes
- Crowd management knowledge and skills
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and

sustainability

- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Use discretion with confidential and sensitive matters
- Perform all position essential duties and responsibilities

Additional Requirements:

- Successfully pass the background checks and screening requirements required for the position.

SUPERVISION RECEIVED

This position receives supervision from the Director of Operations or similarly designated position.

SUPERVISION EXERCISED

This position functions primarily as a first-line supervisor, ensuring subordinate staff members have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Two way radios, computers, video monitors, mobile phones. Protective clothing may include gloves, masks and other personal protective equipment are required while performing some tasks.

WORK ENVIRONMENT

Work in office, indoors and outdoors. Work can be exertive and require extensive walking, recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting of light to moderately heavy items. In an emergency may require strenuous activity which may require highly intense muscular action leading to substantial aerobic and muscular exhaustion. This may also require running extended distances within a facility or to another facility. The incumbent may on rare occasion be required to protect one's self in an altercation. Except in emergency situations, lifting and carrying of 50 or more pounds should be with assistance.

This position is also exposed to adverse conditions including inclement weather, noise, fumes, etc. May be exposed to hazardous conditions related to natural and intentional disasters and threats including firearms.

As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours and holidays.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.