PUBLIC SAFETY SUPERVISOR

DEFINITION
Under direction develops and coordinates activities to effectively safeguard City facilities to ensure the safety of City Officials, staff and visitors during business hours, special events and as required.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Responsible for developing security plans, policies and recommendations to ensure the safety and security of City Officials, staff, visitors and property.
- Proactively controls entrance and access to employees, vendors, contractors and others conducting business within City Hall or with City Officials; Visually checks for city identification badges and ensures proper escorts for non-worker personnel;
- Evaluates, contact police and responds to potentially hostile situations to control, defuse, and manage confrontational, aggressive or threatening people through intervention that utilizes effective communications pending police arrival;
- Maintains high awareness of current threats to City Hall and provide physical security to enforce policy compliance and orderly conduct;
- May operate security control and access control devices to prevent unapproved entry to City Hall departments and divisions and manages crowds and further assists sworn police as requested;
- Employs excellent customer relations and communications skills in dealing with city employees, visitors, vendors, and contractors;
- Establishes and maintains a professional atmosphere that is responsive, courteous, and respectful;
- May supervise the work of contract security personnel responsible for safeguarding City facilities and the protection of City Officials, staff and visitors.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:
- Knowledgeable of security operations procedures principles and techniques, quality customer relations techniques and concepts, effective crowd management techniques and methods; and crowd control methods;
- Skilled in responding quickly to changing situations, observation techniques, establishing and maintaining productive working relationships with both internal and external customers, assessing potential dangerous situations, and implementing effective conflict resolutions techniques, remaining calm in stressful conditions
- Ability to effectively communicate in English with all levels of staff, city officials and others conducting business within City Hall, enforce rules and procedures, defuse potentially hostile situations, exercise good judgement and to maintain professional composure when dealing with challenging or unusual circumstances;
- Proficient in the use of security and access control devices, personal computer hardware equipment, other electronic devices to include industry related software applications;
- Ability to speak a second language such as Spanish and a POST Certification is highly desirable.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:
Work is performed in an indoor and outdoor environments requiring frequent standing, walking, bending, and lifting up to 50 pounds. Must be able to stand and/or sit for long periods, use both hands, legs and feet, speak, hear and understand radio communications, and see at a distance and up close.

QUALIFICATIONS:
Bachelor’s Degree from a four-year accredited college or university in Criminal Justice, Emergency Management or related field AND five years of progressively responsible experience providing security/protection to executives, military and/or law enforcement involving public contact and crowd management. Must possess at the time of application and maintain a valid California Driver’s License.