CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Security Supervisor** **UNION: 231**
SG:5
DEPARTMENT: **Public Works** **CS:N**
FLSA:N
EEO4/SOCCODE:PR/33-1091

JOB SUMMARY:

Provides oversight for the City's unarmed security staff and services. Coordinates, plans, organizes, and manages security activities and operations to meet service standards and client needs. Responsibilities include supervising security staff, ensuring compliance with City and departmental policies and procedures, minimizing disruption to City services, maintaining thorough documentation, and establishing strong partnerships with City departments to build a cohesive, professional, supportive and inclusive Citywide security program.

SUPERVISORY RELATIONSHIP:

Reports to the Superintendent of Public Works. Works under general supervision and the guidance of City and departmental policies, procedures and codes of conduct. Supervises assigned staff and works collaboratively with client departments, City staff, and community members.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Supervises and coordinates the City's security program. Develops, plans, schedules, coordinates, monitors and recommends a wide variety of security practices and processes. Works with other departments, City staff and community members to facilitate and coordinate services. Develops and recommends policies and procedures. Directs and evaluates daily activities to ensure high-quality work and service, consistent application of policies, and safe operations. Forecasts staffing needs, creates and adjusts work schedules, meets with staff regularly and resolves questions and conflicts. Proactively builds relationships and establishes trust with community members of all ages, cultures and diverse backgrounds.

2. Supervises security staff and operations; plans, organizes, coordinates, assigns and evaluates work. Recommends for hire, develops performance standards and monitors performance. Recommends and delivers corrective action as appropriate. Responsible for training, motivating and establishing a system of effective communication and cooperation. Trains and orients employees on general facilities, work assignments, policies, practices and procedures.

3. Supports the safe and welcoming use of City buildings and grounds. Responds to active security events, serves as person-in-charge for high-risk security incidents, and assists departments with security planning. Enforces City and department policies; employs de-escalation techniques and conflict resolution skills and issues denials of service. Calls for police response when necessary. Coordinates with law enforcement and emergency responders as required and administers first aid in line with City policies and WA Good Samaritan Law. Preserves scene and/or secures area while awaiting law enforcement response for follow-up of an incident. Provides support to operational person in charge or incident liaison during an emergency or evacuation.

4. Develops and implements processes to support staff impacted by stressful incidents, crisis situations or violent encounters. Coordinates debriefings and recommends crisis communication practices and other resources to support both security and site staff.

5. Monitors, evaluates and reports on the City's security program by analyzing routes and identifying patterns and trends; recommends and implements program improvements and provides data to client departments as needed

6. Ensures appropriate and accurate documentation of security activities, including security incidents, criminal or suspicious behavior, medical or behavioral incidents, trespass/exclusion information and expiry dates, property damage, information requests, building access, and lost and found property.

7. Maintains familiarity with client department policies and service needs. Develops security protocols in collaboration with the Superintendent and department heads or designees; meets regularly to review service levels.

8. Operates and monitors video camera systems. Operates, maintains and monitors the electronic access control systems.

ADDITIONAL WORK PERFORMED:

1. Serves as backup and provides support as needed to ensure continuity of service and community safety.

2. Operates City vehicles for patrols and other duties.

3. Provides safety information and training sessions on a regular basis.

4. May participate in other activities such as committee work, as assigned.

5. Participates in related organizations, conferences, and training to enhance skills and remain current in security practices and technology.

6. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- City and client department policies and procedures.
- Laws, regulations, and contractual obligations related to the supervision of City staff.
- Standards, methods, and principles related to security operations in public facilities.
- Best practices for de-escalation and conflict resolution techniques.
- Technology, including standard office software, access control systems, incident reporting software, surveillance equipment and communications tools.

Skill in:
- Situational awareness and threat assessment.
- Resolving conflicts and de-escalating difficult or stressful situations.
- Verbal and written communication with clarity and diplomacy.
- Strong interpersonal skills to effectively enforce rules while being tactful and maintaining confidentiality.
- Organizing to handle concurrent activities and competing priorities.

- Staff management, including training, coaching, mentoring, and performance evaluation.

Ability to:
- Work effectively with diverse persons under stressful conditions.
- Enforce security policies tactfully and professionally, often during stressful circumstances.
- Correctly interpret and apply written instructions, policies and procedures.
- Prioritize tasks, set and adapt work priorities and supervise a diverse team.
- Establish and maintain positive relationships with client departments, staff and the public.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office equipment such as a keyboard, mouse and phone;
  - Frequently stand or walk for long periods of time indoors and outdoors in all weather conditions;
  - Occasionally stoop, bend, and climb stairs;
  - Frequently communicate accurate information and ideas with others;
  - Frequently move between work sites;
  - Lift and transport items weighing up to 35 lbs.

WORKING ENVIRONMENT:

Work is performed in an office setting with periods of time sitting or standing and working at a computer workstation, with a variety of office equipment. Work is also performed outdoors in all weather conditions. This position will frequently interact with the public. May be exposed to hostile, offensive language, or interactions with angry or volatile individuals. Work involves frequent travel between City buildings and sites.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Associate degree with a focus in law enforcement, criminal justice, risk management, facilities management, security management or related field.
- Four (4) years of work experience in a security, law or policy enforcement position with three of those years in a public-facing role that included responding to, de-escalating, documenting and resolving security incidents or policy/law violations.
- One year of supervisory or lead experience required.
- Experience working with community members of all ages, cultures and diverse backgrounds required.
- Demonstrated proficiency with Microsoft Office Suite required.
- Experience with access control and camera surveillance systems preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be able to work evenings, weekends and holidays and to adapt to schedule changes on short notice.

- Valid First Aid and CPR certification or ability to secure within six (6) months of hire.
- A valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

PREPARED BY: C. Rofkar
J. Pfundt
E. Weinberg
1/25

REVIEWED BY: _____
Joel Pfundt, Interim Public Works Co-Director