

Metropolitan Exposition-Recreation Commission

Title:	Lead Security Agent	Bargaining Unit:	ILWU Local 28
Job Code:	8261	Established:	
Pay Range:	320	Revised:	March, 2004, September, 2018
FLSA Status:	Non-exempt	EEO Category:	Protective Service Workers

CLASSIFICATION DESCRIPTION

Provide protection of MERC facilities against trespass, vandalism, theft, fire or other threats through patrol of facilities. Schedule and oversee the activities of Facility Security Agents involved in the protection of MERC facilities against trespass, vandalism, theft, fire or other threats. Perform a variety of administrative duties related to facility security.

DUTIES AND RESPONSIBILITIES

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee in this classification may be expected to perform.

- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for the protection of MERC facilities; implements policies and procedures.
- Evaluates security operations and activities; recommends improvements and modifications; prepares various reports on operations and activities.
- Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for budget requests; monitors and controls expenditures.
- Provides lead direction to part-time Security Agents and on-call Stage Door Attendants.
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Participates in the full range of facility security duties including performing the most difficult duties assigned to the Facility Security Section.
- Checks facilities and equipment for needed maintenance and repairs.
- Ensures compliance with DPSST certification.
- Schedules on-call Stage Door Attendants.
- Manages communication flow to Stage Door Attendants and Security Agents and posts orders.
- Maintains time, equipment use and incident records.
- Requisitions security and medical supplies and equipment; disperses to staff.
- Monitors and operates electronic surveillance and communications equipment including a closed circuit television system, computerized door access system and a multi-channel radio base station.
- Monitors fire alarms; determines validity when sounded; provides necessary response; directs the evacuation of patrons and employees in emergencies; provides medical assistance.
- Detains and arrests persons who violate local, state and federal laws; files complaints with the District Attorney's Office.

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- Performs other related duties as assigned.

JOB SPECIFICATIONS

EDUCATION AND EXPERIENCE

Specialized training in law enforcement and security services, and two years of increasingly responsible experience as a facility security agent comparable to that of a MERC Facility Security Agent, including one year of lead responsibility and a High school diploma, or GED; or any combination of experience and training which provides the required knowledge, skill and ability required for successful performance of the essential job duties. Possess, or have the ability to obtain, an unconcealed weapons permit. Possess, or have the ability to obtain a DPSST certification. Possess, or have the ability to obtain, a CPR/AED certification

KNOWLEDGE, SKILLS AND ABILITIES

- Materials, methods, practices and equipment used in facility security services
- Use of various software programs and databases (i.e. SharePoint)
- Safe work practices
- Plan and implement ongoing facility security programs and activities
- Perform the most difficult facility security duties
- Maintain operational records and prepare related reports
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Lead, train and oversee assigned staff
- Work shifts as necessary
- Walk up to ten miles a day
- Run from one area of the facility to another in an emergency situation
- Protect one's self in an altercation

WORK ENVIRONMENT

This position requires the ability to perform those activities to complete the essential functions of the job, either with or without reasonable accommodation. Mental activities required by the employee in this position include, dealing with highly stressful situations, decision making, interpersonal skills, teamwork, creativity, customer service, use of discretion, problem analysis, negotiation, and the ability to perform math and to read, write, speak and understand English. Required physical activities can include frequent walking, frequent running, talking, repetitive motions of hands and wrists, sitting, hearing and lifting, pushing, pulling, and carrying objects up to 20 pounds. Incumbents in this position need to be able to stoop and crawl in tight spaces. Incumbents in this position may be exposed to hazardous conditions related to natural and intentional disasters and threats including firearms. Incumbents in this position may be exposed to inclement weather conditions.