



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Security Manager	Bargaining Unit	Non-represented
Functional Job Family	Guest Services	Classification #	8515
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Salary Grade #	324
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Manage all aspects of security and medical programs and resources. Plan, organize, direct and evaluate security and medical programs. Develop and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as member of management team.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Manages, supervises and coordinates the activities of staff involved with security and medical programs.
2. Restricts and prevents access to sensitive areas by unauthorized persons.
3. Conducts investigations with regard to safety and security concerns; liaise with law enforcement agencies.
4. Plans, directs, coordinates and reviews department plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
5. Develops and implements emergency safety plans and safety training.
6. Develops and implements security programs and training to guard against theft, vandalism, violence and other threats against the agency, staff, promoters, visitors or members of the public.
7. Manages and participates in the development of goals and objectives, policies and priorities of assigned programs and functions.
8. Prepares and manages department budget.



9. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

Secondary Functions:

1. Reviews and approves payroll records.
2. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position functions primarily as a first-line supervisor, ensuring subordinate staff 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.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of three (3) years of experience in law enforcement or security work, and
- A minimum of two (2) years of supervisory or lead experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Current and valid driver's license issued in the state of residence
- Current and valid Cardiopulmonary Resuscitation Certification
- Current and valid permit to possess a concealed weapon

Knowledge, Skills and Abilities:

- Security systems, fire sprinkler systems, fire response procedures (including use of fire extinguishers) and safety procedures
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Work with people, including the ability to defuse any disruptive disputes, behavior or situations
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Manage staff and resources in an effective and efficient manner
- Respond effectively, make appropriate decisions and lead others in emergency situations



- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Work nights, weekends and holidays

Physical Demands / Work Environment:

- Frequently required to lift, push, pull and/or carry objects up to 10 pounds; perform repetitive motions of hands and wrist; reach with hands and arms; hear and/or respond to verbal/audio cues; see and/or respond to visual cues; read computer screens and security monitors.
- Occasionally required to stand and/or walk for extended periods of time; sit for extended periods of time; climb, stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 100 pounds; exposed to outdoor weather conditions; work near or around extreme heat and/or cold; work near or around moving mechanical parts.
- Rarely exposed to blood or other human bodily fluids; wet, humid conditions; explosives and/or firearms; belligerent, combative and/or threatening persons.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date