

Countywide Security Manager Tompkins County

Department: Department of Emergency Response

Classification: Competitive

Labor Grade: White Collar Grade 12

Approved: 6/2024 by HB

Revised: 11/2024

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from a regionally accredited or New York State registered college with an Associate's Degree or completion of at least sixty college credit hours **AND** at least four years of security experience, two years of which must have been in a supervisory capacity; **OR**
2. Graduation from high school or possession of a high school equivalency diploma **AND** at least six years of security experience, two years of which must have been in a supervisory capacity; **OR**
3. Any combination of training and experience that is equivalent to, or higher than that listed in (a) and (b) above.

SPECIAL REQUIREMENT:

1. Possession of valid New York State motor vehicle operator's license at time of appointment and maintenance of such license during the life of employment.
2. Preference in appointment **MAY** be given to candidates among the top three who possess certification in: Advanced First Aid through the American Red Cross, or First Responder or Emergency Medical Technician Certification through New York State. However, the appointing authority reserves the right to choose a candidate who is not certified in one of the above on date of appointment. If so, the incumbent must enroll in one of these training courses, successfully complete the course within one year of the date of appointment and maintain certification at all times thereafter during employment.
3. In accordance with General Business Law, Articles 7 and 7A, Section 89-g, all security personnel must register with the NYS Department of State, Division of Licensing Services immediately upon employment. Registration includes fingerprinting and a thorough background check by the State Department of Criminal Justice Services and FBI.
4. Possession of a NYS Department of Criminal Justice Services Security Guard Certification. If not in possession at time of appointment, the incumbent must be willing and able to attain the certification within one year of appointment.

DISTINGUISHING FEATURES OF THE CLASS:

This is a supervisory position responsible for the efficient operation of the County Security program. An employee in this class is responsible for ensuring compliance with existing policies and procedures and for creating new policies and procedures as necessary to ensure that the building(s) is operating at or above the standards to which it was built. The Security Manager is responsible for ensuring the safety of all building users. The incumbent supervises any security staff assigned to the building and provides direct support whenever needed. The work is performed under the general supervision of the Director of the Department of Emergency Response. Depending on location, the incumbent may provide direct supervision to Security Officers. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures the safety and security of all users of the building;
- Supervises (depending on location) the Security Staff, , including work assignment, scheduling, parking enforcement and fire drills;
- Regularly conducts performance evaluations on staff that they supervise
- Deals with minor problems directly or directs the work of buildings access control and video surveillance systems.

- Schedules staff to maximize coverage for daily operations and public use of the building;
- Develops educational materials and trains people so that they may easily and safely use of the lighting, electronics and other equipment during and after hours;
- Assists with developing the annual budget Supervises building changes such as work stations, phone and physical portions of major computer deployment;
- Serves as the liaison to the Employee Health & Safety Coordinator on issues such as air quality testing, ergonomics, occupational safety, health and other building safety issues;
- Serves as liaison to the local police force and neighbors;
- Participates actively in building related quality teams;
- Works closely and cooperatively with Department Heads, Facilities, ITS, Employee Health & Safety Coordinator, County Administration, and community.
- Serve on the Incident Management Team, and active participant in the County Emergency Operations Center as needed
- Develop and provide regular Workplace Violence, De-escalation, Access Control, and Duress Systems Training
- Conduct Security and Risk Assessments
- Capable of developing and maintaining Emergency Action Plans (EAPs)
- Covering breaks and lunches for Security Officers
- Prepare reports as needed
- Coordinate and manage emergencies
- Liaise with key stakeholders, i.e. Facilities, ITS, County Administration, and Law enforcement

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good general knowledge of the modern principles and practices of supervision;
- Good general knowledge of engineering, building trades or building maintenance sufficient to become familiar with a relatively high-tech building and security system;
- Good general knowledge of law enforcement and security methods such as patrolling, investigating and observing;
- Good interpersonal skills;
- Good general knowledge of Active Threat Response and Emergency Preparedness
- Good working knowledge of Access Control, Video Surveillance, and Duress Systems
- Working knowledge of computer systems sufficient to learn how to use the existing technology and stay up to date with advances in the field;
- Ability to employ an aggressive and proactive approach to problem solving;
- Ability to plan and supervise the work of others in a manner conducive to full performance and high morale;
- Ability to express oneself clearly and concisely both orally and in writing;
- Ability to establish and maintain an effective working relationship with the public and staff;
- Ability to deal firmly but courteously and tactfully with the public when enforcing laws or rules;
- Willingness to see the building occupants and general public as customers and work from that perspective during periods of normal and high stress;

- Willingness to work in a total quality group/team environment;
- High standards of work environment cleanliness and close attention to detail;
- Good powers of observation
- Skilled in De-escalation practices
- Physical condition commensurate with the demands of the position.

- A Security Guard is a person employed in NYS to principally perform one or more of the following duties, and the person is not performing the functions of a private investigator:
 1. protection of persons and/or property from harm, theft, and/or unlawful activity;
 2. deterrence, observation, detection, and/or reporting unlawful or unauthorized activity;
 3. street patrol service;
 4. response to, but not installation or service of, a security system alarm.
 5. It is the responsibility of licensees to understand the Private Investigators, Bail Enforcement Agents, Watch, Guard or Patrol Agencies and Security Guards License Law.

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