

Control Security Services Job Description



Director of Security

Reports To:	Supervises	FSLA Status / Pay Grade
Regional Director Property Mall Manager	Assistant Security Director Line Supervisor(s) Security Officers	Exempt / Grade determined by Contract.

Working Relationships:

Internal Contacts:

Other Security Directors & Assistants, Line Supervisors, Security Officers, Corporate support staff (human resources, internal affairs, payroll & accounts payable.)

External Contacts:

Property Mall Manager, Other Property Department Managers (Operations, Maintenance, Horticulture, Marketing) Property Divisional Security Manager, Property Corporate Assistant Security Director, Law Enforcement, Fire and Safety Agencies, State Licensing Representatives, Tenant and/or other contacts that may foster business opportunities of employer & client.

Purpose:

To ensure that all applicable Control Security Services programs meet or exceed the requirements and expectations of the client contract through professional supervision of subordinates. The position is responsible for directing and coordinating all Control Security Services safety and security programs at the center. By example, endeavor to maintain a safe and pleasant environment that defines the essence of customer shopping enhancement through planning, development, and implementation of CSS programs. To ensure the highest quality of security personnel in order to serve the shopping public, employees, the property and to contribute to the center's value.

Principal Accountabilities:

- DESIGNS AND DEVELOPS CENTER SECURITY PROGRAMS AND PROCEDURES: evaluates tenant needs and other center physical and operational characteristics in conjunction with security objectives; develops security programs and tenant education; monitors and revises security programs and procedures to insure attainment of objectives; obtains approval for implementation of developed or revised programs and procedures; coordinates security activities with mall staff, tenants and local enforcement agencies.
- DESIGNS AND DEVELOPS CENTER SAFETY AND HEALTH PROGRAMS AND PROCEDURES: implements and/or coordinates CSS employee safety and health programs including safety committee meetings, investigations, safety incentive programs, emergency evacuation and emergency treatment procedures; monitors results and makes recommends revisions of safety programs and procedures to attain objectives; participates in loss prevention inspections.
- ACTS AS LIAISON WITH STATE, CITY AND LOCAL LAW ENFORCEMENT, FIRE DEPARTMENT, EMERGENCY MEDICAL SERVICES, COMMUNITY LEADERS, AND/OR MASS TRANSIT DISTRICT: attends various law enforcement and professional organization meetings regarding security concerns; presents community educational programs on security/safety related topics, exchanges

information regarding incidents; organizes and schedules non-routine openings, closings, and security coverage to accommodate special events or uses of the mall.

- MANAGES SECURITY PERSONNEL: recruits new security personnel, interviews candidates, conducts reference checks and assists in making hiring decisions; schedules all security personnel; designs on-the-job training, participates in and oversees the training of new personnel; develops, implements and monitors on-going individual career development programs; meetings; delegates and oversees supervision of officers during shifts not on premises; conduct performance appraisals.
- PERFORMS ADMINISTRATIVE FUNCTIONS: researches comparative costs and prepares requests for security related equipment, goods, and supplies; prepares and monitors the annual security budget; reviews incidents, accidents and personnel injury reports; reviews and insures maintenance of daily log and security equipment logs; maintains ICAP statistics.
- TESTIFIES: may testify in safety/security related court cases as property's management representative.
- INSURES ROUTINE EQUIPMENT MAINTENANCE: Insures proper preventative maintenance, safety and cleanliness of security equipment and automobile(s); participates or is responsible for the testing of all fire alarm systems.
- M.O.D: Act as a Manger-on-Duty (MOD) when scheduled.
- PROMOTE AND PROVIDE GUIDANCE TO STAFF ON TFS/TFC COOPERATION: Meet and exceed established ancillary goals and "L.E.A.D.'s" referrals for the mall according TFS and TSC guidelines; coordinate and implement TFS and TFC cooperative initiatives.
- REPORTS: Provide correspondence, documentation and reporting as necessary to the Regional Director and Director of Operations.
- PROVIDE SUPPORT AND ASSISTANCE TO CO-WORKERS AND CLIENTS AS REQUESTED BY SUPERVISOR(S); PARTICIPATES IN A TEAM EFFORT TO IMPLEMENT THE COMPANIES PROJECTS AND ACHIEVE THE COMPANIES GOALS.

Job Specifications / Preferred Skills:

Education:	College Degree and/or specialized training for the position.
Experience:	Prior progressive, responsible security, law enforcement, or military management/supervisory experience. Excellent written and oral communication skills.
Physical Requirements:	Some variance in work routine; requires walking, running, climbing, sitting, standing, lifting, driving.
Mental Requirements:	Ability to handle and supervise emergencies and other stressful incidents as described in the CSS Safety and Security Manual. Ability to work under varied amounts of stress including emergency/crisis situations.
Working Conditions:	Indoor/outdoor conditions with day, evening, and weekend hours. Facility may be a twenty-four hour operation.
Equipment Used:	Two-way radio, time clocks, FMS devices, telephones, flashlight, handcuffs, Security vehicle.