

CITY OF GLENDALE

TITLE:	Security Services Coordinator	CLASS CODE:	915
REPORTS TO:	Facilities Management Superintendent	GRADE:	23
DEPARTMENT:	Field Operations	FLSA:	E

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Administers and coordinates the contracts for security services, and maintenance of electronic security and fire alarm systems; supervises contract workers engaged in performing security work and employees engaged as security officers and/or rangers; and manages the division's internal customer service program.

ESSENTIAL FUNCTIONS:

1. Prepares and negotiates security contracts with private contractors including fee for service agreements, change orders, work performance "post order" specifications, and time schedules.
2. Analyzes cost-price proposals submitted by security contractors, mitigates and negotiates contract settlements, and is responsible for leading security contracts negotiations during the procurement of services.
3. Tracks and monitors contract compliance.
4. Meets with the internal customers to insure that security services are meeting the needs of the department and the goals of the City.
5. Monitors work in progress for compliance with costs, specifications, schedules and Council conformity with the changing needs of the internal customer.
6. Reviews and approves contractor's invoices within the contract specification.
7. Verifies and maintains records on contracts and completed work.
8. Prepares oral and written reports for City Management and City Council.
9. Receives, investigates, and resolves complaints from internal customers and citizens.
10. Analyzes customer satisfaction and needs information; makes recommendations for contract modifications and improvements in security services.
11. Researches and reviews current and future operations needs; makes recommendations for improving security services.
12. Develops and monitors budgets for area of responsibility.
13. Supervises, orients, and trains security services officers within the assigned areas of responsibility.

14. Plans and assigns schedules of security officers. Coordinates security for city sponsored special events.
15. Evaluates performance of security officers and ensures adherence to contracts.
16. Receives and investigates security related incidents and writes reports to management.

SECONDARY FUNCTIONS:

17. May be required to analyze and react to emergency situations, determine the nature of the emergency and contact the appropriate party.
18. Operates a portable radio to maintain contact with staff and other agencies.
19. Performs duties of security officer.
20. Performs other duties as required.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

The principles and practices of contract administration and negotiation.
Industrial security procedures and practices.
Research methods, techniques and practices.
Budget preparation and monitoring.
Accounting principles and practices, and cost analysis
Research methods, techniques and practices.

Ability to:

Analyze cost-price proposals.
Plan, supervise and train security officers.
Communicate effectively both orally and in writing.
Prepare and monitor division budgets.
Establish and maintain effective working relationships with contractors, City staff and the public.

WORKING CONDITIONS:

Work requires some walking to monitor officers and facilities. This may require exposure to inclement weather conditions.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in public or business administration, criminal justice, industrial security or related field and three years experience in industrial security work including two years of supervisory experience and one year of contract administration experience. Industrial security contract administration experience preferred.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.

Possession of an Arizona security officers certification.