

SECURITY COMMUNICATIONS CHIEF

DESCRIPTION: Under limited supervision, manages the day-to-day operations of a central security communications center and assigned staff which would include Security Communications Specialists and Shift Supervisors; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, schedules, assigns, and supervises the work activities of assigned Security Communications Specialists and Security Communications Shift Supervisors to attain work goals and to ensure consistent application of administrative policies, procedures, and standards.

Evaluates potential and current staff and supervises assigned staff which would include completion of performance evaluations and documentation of personnel actions to guide staff, ensure job performance meets standards and agency needs, and make recommendations, as needed.

Instructs assigned security and other staff in security and emergency communication equipment and alarm systems, policies, and regulations; briefs them in procedures related to specific safety circumstances and interpersonal contacts with occupants, visitors, and the public such as handling emergencies (e.g., fire alarms, injuries, property damage, missing children), giving general information and assistance, and receiving complaints/concerns about conditions of the facility.

Coordinates and monitors the day-to-day operation of a central security communications center.

Enforces all building/security rules and regulations related to a central security communications center.

Recommends changes in policies, procedures, rules and regulations to improve the efficiency of a central security communications center.

Performs routine preventative maintenance, schedules repair service, and recommends replacement or enhancements on central security communications center equipment.

FULL PERFORMANCE KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: security policies, procedures, and guidelines; security equipment and alarm systems; electronics and communications principles and equipment.

Ability to: make decisions in emergency situations under pressure while remaining calm and in control of the situation; handle more than one situation at a time; interpersonal skills; communicate when interacting with a wide variety of people/positions.

SECURITY COMMUNICATIONS CHIEF (continued)

ENTRY KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: basic and advanced operations of microcomputers; personal computers and related software; all aspects of a security/communications environment; supervisory and personnel practices.

Ability to: train assigned staff; present programs to groups; plan, assign, direct, evaluate and supervise assigned staff; train others; make presentations to groups.

JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combinations of education, training, and/or experience that will enable an individual to possess the required knowledge, skills, and abilities. A general qualification guideline for positions in this class is post high school coursework and/or training in microcomputers AND experience in an automated security communications center.

SPECIAL NOTE:

Specific positions may require possession of a valid Nebraska driver's license.

Specific positions may require incumbents to wear a uniform in the performance of their duties.