

SECURITY COMMUNICATIONS SHIFT SUPERVISOR

DESCRIPTION: Under general supervision, supervises assigned staff which would include Security Communications Specialists on a designated shift and ensures duties and responsibilities are performed as per established policies, procedures, rules, and regulations; monitors and operates the equipment and alarm systems in a central security communications center; dispatches security guard staff; contacts emergency staff as the situation demands; 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 Specialist staff to attain work goals and to ensure consistent application of administrative policies, procedures, and standards.

Evaluates potential and current staff and supervises assigned security staff which would include completion of performance evaluations, recommendation and documentation of personnel actions, and enforcement of work performance standards, as needed.

Instructs assigned security staff on security and emergency equipment and regulations; and briefs them on policies and procedures related to specific safety circumstances and interpersonal contacts with occupants, visitors, and the public.

Ensures the proper operation of the central security communications center during assigned shift.

Monitors and operates the security equipment in a central security communications center, reporting conditions that are outside of normal limits to proper authorities.

Coordinates emergency responses for fire alarms, bomb threats, and similar situations by contacting emergency/security staff, evacuating buildings as necessary, and/or announcing severe weather warnings on a public address system.

Dispatches security guard staff in response to alarms and requests for assistance and coordinates with the appropriate emergency/security agencies, following established policies and procedures.

Codes and issues building access cards.

Runs daily and special reports, such as card access, alarm transactions, or cardholder listing reports, for requesting agencies.

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

Knowledge of: agency and state security policies, procedures, and guidelines; agency and state security equipment and alarm systems.

Ability to: plan, assign, direct, evaluate, and supervise assigned staff; operate basic and advanced personal computers.

SECURITY COMMUNICATIONS SHIFT SUPERVISOR (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: supervisory and personnel practices.

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; operate security equipment and alarm systems.

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 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.