

# SECURITY OPERATIONS MANAGER

## (Department of Public Works)

*This position manages the physical security of the City Hall Complex consisting of three City buildings that encompass over 619,000 square feet and house over 1500 employees. In addition, this position is responsible for security in multiple outlying facilities. This position manages a security budget of \$200,000 and is responsible for a staff of 14 including contract personnel.*

**THE PURPOSE:** Manage the physical security of the City Hall Complex and be responsible for the coordination and supervision of contracted security guards and in-house security staff. Oversee the City Hall Information Center 24/7 operations (includes overseeing electronic access control system, key control systems at City-owned buildings and coordinate the protection of life and safety for all DPW properties). Fully supports security activities in conjunction with Mayor's security staff and other City departments. Works with Police, Fire, and Health Department officials and represents DPW as an Emergency Operation Center (EOC) task force team member. Administers Homeland Security Presidential Directive-8 (HSPD-8) and other HSPD requirements for improved coordination in response to incidents. This position will be on-call 24 hours per day, 7 days per week and, as needed, will have a flexible and varied work schedule.

### **ESSENTIAL FUNCTIONS:**

- Coordinate and supervise the work performed by in-house and contracted security staff.
- Supervise staff and manage 24 hour/7 day operations of DPW Central Station at City Hall Information Desk. Develop policies, procedures and protocols for operation to ensure appropriate staffing and training.
- Review, monitor, and spot check daily security activities and security related electronic records, video and other surveillance devices.
- Manage the interior/exterior key control for the City Hall Complex.
- Manage building access control systems (manual and electric).
- Design and implement security upgrades as required.
- Conduct risk assessment to determine vulnerabilities and recommend countermeasures. Develop testing procedures to ensure all physical security equipment and measures perform as designed.
- Prepare incident reports, maintain records and assist other departments in processing security information.
- Oversee the maintenance of all security equipment.
- Consult with departments on security related needs and requests.
- Acts as DPW Emergency Management Coordinator.
- Manage Emergency Operations Plan for DPW buildings.
- Facilitate the development, coordination, exercising and testing of the DPW emergency program that includes Continuity of Operations Plan and City's Emergency Operations Plan, and Crisis Management Preparedness Planning.
- Facilitate development and implementation of the DPW Incident Action Plan (IAP) in conjunction with the office of Homeland Security
- Recruit and train employee volunteers as Floor Security Officers (responsible for safe evacuation of employees in emergencies).
- Manage fire/life safety system and oversee maintenance of all fire/life safety equipment.
- Insure all systems are tested in accordance with NFPA 72 and 25.
- Assist in project management for all new security systems or upgrades.
- Manage contract for security and fire/life safety systems and personnel.
- Develop specifications and request for proposals as required.

- Conduct audits of various processes to insure efficient operation.
- Serve as member of and consult with Central Safety Committee on safety and security related issues.
- Perform other related functions as assigned.

#### **THE REQUIREMENTS:**

1. At least three years of professional physical security ***management*** experience (*developing, managing and implementing comprehensive security programs*), ***preferably including security management for a high rise building complex and/or large campus.*** Supervisory experience is highly desirable.
2. Bachelor's Degree in Security Management, Criminal Justice, Engineering or related field from an accredited college or university.

**NOTE: Equivalent combinations of education and experience may also be considered.**

3. Residence in the City of Milwaukee within six months of appointment and throughout employment.
4. Valid driver's license at time appointment and throughout employment.

#### **KNOWLEDGE AND SKILLS REQUIRED:**

- Knowledge of life/safety codes and functions in high rise buildings.
- Ability to exercise sound judgment in crisis situations and work in a confidential environment.
- Knowledge, familiarity and experience with personal computers; prior knowledge of electronic access control and alarm systems and key control of buildings is helpful.
- Ability to climb ladders and gain access to difficult areas in and around buildings.

**THE CURRENT SALARY RANGE (008) IS:** \$57,028 to \$79,836 annually with excellent benefits.