



Code: 4218
Family: Public Safety
Service: Operation and Construction
Group: Building Maintenance and Operation
Series: Custodial

CLASS TITLE: COORDINATOR OF SECURITY SERVICES

CHARACTERISTICS OF THE CLASS

Under general supervision, the class coordinates the daily operations and activities of security services provided throughout City facilities and buildings in either the Department of Fleet Management or Water Management on a 24 hour – 7 day a week basis, and performs related duties as required

ESSENTIAL DUTIES

- Position(s) in the Department of Fleet Management coordinate the work of contract security personnel engaged in providing protective services throughout various City facilities (e.g., libraries, health centers, payment centers) to ensure compliance with City standards and contract terms
- Position(s) in the Department of Water Management coordinate staff providing security services in and around Water Management facilities (e.g., pumping stations, pipe yards, purification plants) to ensure that all security posts are covered
- Develops and implements operational security policies and procedures to address security risks identified and ensure the overall safety of employees and security of City equipment and property
- Conducts periodic checks of contract security providers and/or watchman to ensure adherence to department standards (e.g., staff are at assigned locations, following post procedures) and contract terms
- Monitors alarm and surveillance systems for alarm notifications to ensure adequate operation of equipment
- Reviews security staff incident reports for accuracy and completeness
- Investigates incidents (e.g., vandalism, theft) occurring in departmental facilities and prepares reports on findings
- Assesses the severity of security violations and emergencies and responds appropriately by notifying the police and/or fire departments
- Prepares activity and ad hoc reports to keep management abreast of unit activities
- Cooperates with investigators during incident investigations
- Coordinates efforts with Fire Department personnel to review evacuation procedures
- Testifies in court relative to alleged crimes committed at City facilities
- Collaborates and partners with other City departments and agencies to ensure the effective use, operation, and maintenance of facility security systems
- Participates in disaster and emergency preparedness planning, as required
- Carries a cell phone for on-call coverage and emergency situations, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Three years of security operations experience, of which one year is in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two-way radio

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to climb staircases, ladders, and/or step stools
- Ability to operate automotive vehicles and associated equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *safety and security principles and practices
- law enforcement procedures
- *security policies, programs and procedures

Some knowledge of:

- *supervisory methods, practices, and procedures
- geographical locations in the City
- access control functions and related equipment
- applicable computer equipment and software (e.g., alarm and surveillance software)
- communication procedures and communications equipment and devices
- applicable federal, state, and local laws, regulations, and guidelines

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making

- *ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *INSTRUCTING – Teach others how to do something
- *SERVICE ORIENTATION – Actively look for ways to help people
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose and most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
- SELF-CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
- ADAPTABILITY/FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks

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- **ANALYTICAL THINKING** – Analyze information and use logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2013