



Career Service Authority  
Security Supervisor

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**GENERAL STATEMENT OF CLASS DUTIES**

Supervises Security Officers to maintain a safe and secure environment for customers and staff.

**DISTINGUISHING CHARACTERISTICS**

This class performs first-line supervisory duties over employees performing security duties.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more employees who do not supervise.

## ESSENTIAL DUTIES

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Contributes to the customer service mission by assisting customers and staff as needed and requested.

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines, quantity, and quality standards.

Resolves problems encountered by employees during the course of the assignment.

Assists in the development of departmental budgets.

Develops and implements employee training and development plans for specific topics.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending, and coordinating the implementation of new procedures for the assigned functions or unit.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

Responds to calls from security staff for an emergency or to prevent theft, property destruction, or vandalism. Escorts unruly or disruptive persons from the property or assists with stopping the disruption.

Assists with investigations related to new employee hire and to theft, injury, or accident; collects evidence and testifies in court if necessary.

Staffs an established security station and writes offense, incident, and lost-and-found reports.

Handles, transports, and documents cash revenues.

May administer first aid to sick or injured employees and customers and contact medical providers for assistance.

May patrol parking lot and issue warnings, contact police to issue tickets, or contract with tow company to remove vehicles.

Assists in the research and development of agency-wide security and safety programs and systems which include system programming and emergency response.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge & Skills:***

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

**Problem Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

**Leadership** - Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Technical Competence** - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

**Flexibility** - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

**Decisiveness** - Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

**Self-Direction** - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Conflict Management** - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Team Building** - Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Managing Diverse Workforce** - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

- Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.
- Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in handling grievances and discipline for subordinate staff.
- Knowledge of security policies and procedures sufficient to be able to identify and eliminate potentially unsafe situations.
- Knowledge of investigative techniques sufficient to be able to conduct comprehensive investigations and provide information from investigations in court.
- Knowledge of security practices and procedures sufficient to be able to perform the duties of the work assignment.
- Skill in communicating and establishing effective working relationships with other employees, organizations, and the public.
- Skill in reviewing work for accuracy and completeness.
- Skill in analyzing and resolving problems related to the work assignment.
- Skill in applying the principles of staff development to provide staff training and cross-training.
- Skill in developing and implementing policies and procedures relative to the work assignment.
- Skill in filling out forms and completing paperwork related to the work assignment.
- Skill in exercising initiative, judgment, and decision making in solving problems and meeting the objectives of the unit or project.
- Skill in performing lifesaving procedures such as first aid.

***Physical Demands:***

- Lifting: Raising or lowering an object 25 – 50 pounds.
- Standing: remaining on one's feet in an upright position.
- Walking: moving about on foot.
- Sitting: remaining in the normal seated position.
- Lifting: raising or lowering an object from one level to another.
- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Pushing: exerting force upon an object so that the object is away.
- Pulling: exerting force on an object so that it is moving to the person.
- Climbing: ascending or descending objects usually with hands/feet.
- Balancing: maintaining body equilibrium to prevent falling over.
- Stooping: bending the body by bending spine at the waist.
- Kneeling: bending legs to come to rest on one or both knees.
- Crouching: bending body downward and forward by bending legs.
- Crawling: moving about on hands and knees or hands and feet.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Fingering: picking, pinching, or otherwise working with fingers.
- Feeling: perceiving attributes of objects by means of skin receptors.
- Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.

***Vision Requirements:***

Far Acuity: ability to see clearly at 20 feet or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distances and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.

***Working Environment:***

Contact with customers under a wide variety of circumstances  
Subject to varying and unpredictable situations  
Handles emergency or crisis situations  
Subject to many interruptions  
Exposed to dangers of assaults/hazards from investigation alarms

***Education Requirement:***

Graduation from High School or possession of a GED Certificate.

***Experience Requirement:***

Three years of experience in security, loss prevention or law enforcement, including six months conducting safety or loss investigations.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the minimum experience requirement. Applicants must possess two years of experience in security, loss prevention, or law enforcement, including six months conducting safety or loss investigations.

***Licensure and/or Certification:***

Position requires a Red Cross/First Aid Certificate and a Defensive Driving Certificate at the time of application.

Requires possession of an Unarmed Business Guard License issued by the City and County of Denver and possession of a valid Colorado Class "R" Driver's License at the time of employment.

Requires completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 01/01/1999

**REVISED DATE:** 09/01/2003

**REVISED BY:** Ed Gietl

**CLASS HISTORY**