

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: DIRECTOR OF SECURITY

GENERAL STATEMENT OF JOB

The Director of Security implements overall security strategies, policies and standards to ensure the physical safety of all residents, visitors, employees, vendors, community partners, as well as the organization's facilities/assets. The Director also conducts regular audits/inspections to assess, identify and mitigate any security vulnerabilities or gaps. The Director is responsible for implementing staff training and establishing operational protocols that provides education and communications on security policies and topics to ensure staff is adequately informed and equipped to manage potential security issues. The Director will lead and direct significant investigations and critical event responses in coordination with law enforcement and will have a broad knowledge of law enforcement methods, tactics and procedures. The Director will participate in local, state, or federal working/advisory groups to keep abreast with security related information. Work includes considerable knowledge, initiative and the use of good judgment. Reports to the Chief Operating Officer. This is a non-exempt position under FLSA.

SPECIFIC DUTIES AND RESPONSIBILITIES

Responsible for professional relations with all staff, residents, other organizations and the community at large.

Supervise all Security staff at designated HACA communities.

Manage all personnel-related matters for Security staff, including hiring new staff as needed or providing disciplinary action and termination when necessary.

Ensure all Security staff are adequately trained and follow up on performance issues or training needs.

Ensure coverage for all shifts at designated HACA communities. Manage the Security team's schedule and fill gaps as necessary.

Manage database of Security Officer Reports (SOR) and ensure management staff are notified of incidents. Follow up on incidents as appropriate/requested.

Monitor security systems and manage building access.

Manage all security-related technology.

Collaborate with staff and residents to continually improve the safety and well-being of residents, as well as guests, outside service providers, and staff. Provide input on safety policy as appropriate/requested.

Communicate operations and development accomplishments/challenges to the Director of Property Management, Site Manager and/or senior leadership as needed.

As appropriate, serve as representative for HACA before public agencies, community agencies, and elected officials.

ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree in law enforcement, criminal justice, security or related discipline.

Five or more years of managerial experience.

SPECIAL REQUIREMENT

Possession of a valid driver's license.

Perform duties as a CRITICAL SERVICE AREA employee; report to work in bad weather conditions whether or not other employees are required to report.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to operate a variety of office machinery and equipment including, computers, facsimile machines, calculators, copiers, printers, etc. Must be able to move objects of up to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount of constantly. Must be able to operate a motor vehicle. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires movement of objects greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Interpersonal Communication: Requires the ability to communicate to people to convey or

exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondence, regulations, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate to people with poise, control and confidence.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in security and safety protocols.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Must be able to communicate via telephone.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable skill in the operation of computers, including word processing, spreadsheets, database, and security maintenance programs. Ability to operate other common office machines.

Considerable knowledge of policies related to the Housing Authority and other regulatory agencies regarding residents.

Considerable knowledge of administrative practices, procedures, hazards and safety measures.

Ability to make routine administrative decisions independently, and in accordance with laws, regulations, and HACA policies and procedures, in order to solve problems and answer questions.

Ability to deal tactfully and courteously with challenging residents and other associated parties.

Ability to solve problems and manage time effectively under pressure and with frequent interruptions.

Ability to understand and carry out oral and written instructions.

Ability to maintain acceptable working relationships with co-workers.

Ability to work in hazardous and adverse conditions, such as sleet, snow, heat, cold, dust and dirt.

Ability to establish and maintain effective working relationships with employees, residents and the general public.

Ability to relate to and communicate with low-income residents.