

Convention Center Authority

Position Title: Security & Parking Manager

Position #:	
Salary Grade:	
Effective Date:	
Revision Date:	

<input checked="" type="checkbox"/>	Exempt
<input type="checkbox"/>	Non-Exempt

<input checked="" type="checkbox"/>	Full-Time
<input type="checkbox"/>	Part-Time
<input type="checkbox"/>	Seasonal

Indicate Employee Type	
<input type="radio"/>	Administration
<input type="radio"/>	Sales/Marketing
<input type="radio"/>	Event & Guest Services
<input checked="" type="radio"/>	Operations
<input type="radio"/>	Finance & Administration
<input type="radio"/>	Food & Beverage Services

POSITION SUMMARY: In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of the Director of Security and Parking, will provide oversight and management to the Security & Parking Supervisors and Officers, contracted security, valet parking and EMT services. Assist in the development and implementation of policies and procedures for loss prevention, life safety, fire detection systems and physical security for the MCC attendees, clients, guests and team members. Approve the weekly security and parking team member schedule, coordinate the preopening safety walkthrough prior to each show, prepare and operate event parking, perform operational audits.

PRINCIPAL POSITION RESPONSIBILITIES/DUTIES: Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions.

RESPONSIBILITIES/DUTIES	
1	Walk the property daily to observe physical condition and appearance of the facility; view volume of business in the parking garage, the professional appearance of our personnel, ensure each position is fully staffed and supplied properly with the necessary materials to perform their duties; observe performance of our team members and contract labor.
2	Oversee and supervise the training of the Security & Parking Supervisors, Security & Parking personnel and contract labor.
3	Learn to adjust, program and audit the security and parking software and fee computers; become familiar with the operation and uses of the equipment functions and various types of management information provided by the equipment.
4	In the absence of Parking Management, perform a daily maintenance walkthrough of the parking garage. You should note and correct the following items: Light fixtures in need of repair and replacement (all lights in the facility should be operational at all times); accumulation of trash in the garage or trashcan overflows noting need for mechanical sweep or wash downs; maintenance issues including graphics, structure, painting, oil spots and elevator and stairwell cleanliness; violation of parking regulations.
5	Review scheduling security, parking and EMT staff, including but not limited to selection, training, scheduling, monitoring independent work progress and providing technical, administrative and operational assistance and guidance.
6	Recruit and train qualified personnel for each position and develop these team members to meet performance standards.
7	Patrols buildings and grounds; responds to and reports unusual incidents or occurrences in order to minimize or deter the development of hazardous or dangerous situations.
8	Review and measure performance through probationary period and annual evaluations; provide feedback as necessary to improve performance.
9	Conduct reviews of Life Safety preparations and perform authorized drills to ensure staff is prepared to manage through emergency incidents.
10	Attend meetings as may be required. Pre & Post Event meetings, site visits, weekly operations, etc.
11	Oversees vendors and maintenance needs on related equipment and coordinates/follows up on needed repairs or PM.
12	Monitors and operates multiple CCTV monitors and cameras in order to conduct video surveillance and record activities at varied locations from a central station.
13	Prepare weekly schedules and payroll as may be required.
14	Operate and manage access control systems to include new hires, termination, and event related access.
15	Work directly with Security and Parking Coordinator on each event to insure event staffing is correct and appropriate. Ensure staffing numbers are correct and fair for settlement.
16	Work with Event Managers and Security & Parking Coordinator during the planning process to insure clients receive proper coverage as well as first class service for their event. Insure clients know about all available services and maximize services for each client.
17	Perform additional duties as assigned.

Job Evaluation Factors (Check all that apply)

Formal Education <small>(Minimum Required)</small>	<input type="checkbox"/> H.S. Diploma or GED preferred	<input type="checkbox"/> Bachelor's Degree preferred
	<input type="checkbox"/> Vocational or Technical School required	<input checked="" type="checkbox"/> Education/Experience Equivalent
	<input checked="" type="checkbox"/> Associate's Degree preferred	Other:

Minimum Experience <small>(Minimum Required)</small>	<input type="checkbox"/> None	Impact On Budget	<input checked="" type="checkbox"/> Contributory
	<input type="checkbox"/> One to three years		<input type="checkbox"/> Direct
	<input checked="" type="checkbox"/> Three to five years		<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Other: 3 years of experience as a security supervisor or equivalent combination of education, training and/or experience is preferred.		

Decision Making <small>(level of direction & supervision)</small>	<input type="checkbox"/> Little independent judgment required
	<input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines
	<input checked="" type="checkbox"/> Establish Policy & Procedures
	<input type="checkbox"/> Other:

Problem Solving <small>(Typical level encountered over extensive period of time)</small>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor
	<input checked="" type="checkbox"/> Choices defined in standard work procedures/policies
	<input checked="" type="checkbox"/> Methods chosen before in similar situations
	<input checked="" type="checkbox"/> Identification and analysis of diverse problems
	<input type="checkbox"/> Complex, varied and only mildly related to those seen before
	<input checked="" type="checkbox"/> Requires understanding/evaluation of impact upon the CCA
	<input type="checkbox"/> Other:

External Contacts	<input type="checkbox"/> External communication is minimal
	<input checked="" type="checkbox"/> Regular contact with general public
	<input type="checkbox"/> External contacts involving difficult formal negotiations
	<input checked="" type="checkbox"/> Effectively deal with diverse groups and organizations
	<input type="checkbox"/> Other:

Supervisory Responsibility <small>(Typical level encountered over extensive period of time)</small>	<input type="checkbox"/> None
	<input type="checkbox"/> Authority limited to direction of temporary employees only
	<input checked="" type="checkbox"/> Orient/train others; may act in a lead capacity
	<input checked="" type="checkbox"/> Provide leadership/direction to staff on event related issues
	<input checked="" type="checkbox"/> Supervise multiple functions, with full responsibility for effective operation & results
	<input checked="" type="checkbox"/> Overall responsibility to provide direction and guidance
	<input type="checkbox"/> Other:
	Number of Direct Reports: 13

Job-Related Knowledge <small>(Knowledge of...)</small>	<input checked="" type="checkbox"/> Basic skills in oral/written communication	<input type="checkbox"/> Microsoft Publisher
	<input checked="" type="checkbox"/> Microsoft Word	<input type="checkbox"/> AutoCad
	<input checked="" type="checkbox"/> Microsoft Excel	<input type="checkbox"/> Financial Management
	<input checked="" type="checkbox"/> Microsoft PowerPoint	<input type="checkbox"/> Administrative principles/practices
	<input type="checkbox"/> Microsoft Access	<input checked="" type="checkbox"/> Computers
	<input checked="" type="checkbox"/> Microsoft Outlook	<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Flexible work schedules; will include nights, weekends and holidays	<input checked="" type="checkbox"/> Work independently with minimal supervision
	<input checked="" type="checkbox"/> Communicate clearly and concisely both orally and in writing for the purpose of obtaining and disseminating information	<input checked="" type="checkbox"/> Exercise diplomacy when dealing with people in sensitive situations
	<input checked="" type="checkbox"/> Ability to work as a team player	<input checked="" type="checkbox"/> Apply the principles of supervision to direct the work activities of subordinates
	<input checked="" type="checkbox"/> Effectively operate a variety of communications equipment and security alarm systems	<input checked="" type="checkbox"/> Rapidly prioritize a variety of tasks and take appropriate action

WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)

Working Conditions		Physical Effort	
<input checked="" type="checkbox"/> Office, computer room	<input checked="" type="checkbox"/> High noise environment	<input type="checkbox"/> Typically sitting at a desk or table	<input type="checkbox"/> Lifting 11-25 lbs
<input checked="" type="checkbox"/> Service Areas	<input checked="" type="checkbox"/> High dust, dirt, grease environment	<input checked="" type="checkbox"/> Typically standing or walking	<input checked="" type="checkbox"/> Lifting 25 lbs or more
<input checked="" type="checkbox"/> Flexible work schedules	<input checked="" type="checkbox"/> Exposure to moving machinery	<input checked="" type="checkbox"/> Bending, crouching, stooping	<input type="checkbox"/> Using Power Tools
<input checked="" type="checkbox"/> Valid TN Driver's License	<input checked="" type="checkbox"/> Exposure to chemicals	<input type="checkbox"/> Running, climbing	<input type="checkbox"/> Using Pallet Jack
<input type="checkbox"/> Travel Required	<input checked="" type="checkbox"/> Outdoor exposure to weather	<input checked="" type="checkbox"/> Intermittently sitting/standing/walking	<input checked="" type="checkbox"/> Using Utility Carts
<input checked="" type="checkbox"/> Exposure to Customers	<input type="checkbox"/> Requires Pre-employment Physical	<input type="checkbox"/> Climbing ladders/scaffolds	<input type="checkbox"/> Using Forklift
		<input type="checkbox"/> Lifting 10 lbs or less	<input checked="" type="checkbox"/> Driving CCA Vehicle

Team Member Print
Name/Date _____

Date: _____

I have read and understand the job requirements.

Team Member Signature _____

Supervisor Print Name: _____

Date: _____

Supervisor's Signature: _____

Title: _____

Copies to: Team Member
Department Director
Personnel File

For HR Use Only (Do not write below this line):