

Convention Center Authority

Position Title: Senior Security Manager

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|------------------------|-------|
| Position #: | _____ |
| Salary Grade: | _____ |
| Effective Date: | _____ |
| Revision Date: | _____ |

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

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|-------------------------------------|------------------|
| <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, manages and provides direction for in-house security and contracted event security staff in all phases of building security and life safety for the CCA (Music City Center); assuring compliance with CCA mission statement, goals and objectives. This person is responsible for assisting with all supervisory and administrative duties directing the security and life safety functions in MCC/CCA. Direct reports include two (2) Security Managers.

This position involves planning, organizing, coordinating, and directing security team members in the performance of security functions for facility security as well as coordinating the event security needs for all events, and related functions with general supervision, guidance, and instruction from the Director of Security, as required. Position requires assisting with detailed budgeting, forecasting, long term planning. In addition, position will provide back up to the Director of Security and Director of Parking as required.

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. | Works directly with the Director of Security to oversee security and safety operations for the MCC, while ensuring policies and procedures are kept current. Correct and notify the Director of Security of any fire/safety issues that arise. |
| 2. | Reinforce or compliment the culture within the department and work cooperatively and in collaboration with other managers. |
| 3 | Follows strategic and organizational planning in the development of operation policies for security and life safety. Assists in policy development and provides guidance on management and administrative issues. |
| 4 | Coordinates and ensures effectiveness of staff training on the full range of security and life safety topics, including emergency response and first aid/AED training. |
| 5 | Assign and manage event coverage for Security Managers |
| 6 | Reviews incident reports for adherence to established procedures and ensures that preventive and/or corrective measures are taken when necessary. |
| 7 | Works with members of outside agencies to formulate policies, procedures, and programs relating to the security and safety issues affecting the Music City Center. |
| 8 | Stays up to date on industry trends and adapts to customers expectations/needs |
| 9 | Ensures effective management of loss prevention and risk management procedures in order to protect the property, personnel, clients, attendees of the MCC. |
| 10 | Ensures maximization of the capabilities of the fire alarm, lighting, Incident management, lock, access controls and camera systems. This will also include managing the training programs on these systems. |
| 11 | Assists with the administration process of contract personnel, services, and activities to assure that satisfactory and acceptable performance standards, specifications, schedules, etc. are maintained. |
| 12 | Periodically verifies that Event Security/EMT terms and conditions are being followed. |
| 13 | Responsible for completing staff schedules, managing payroll, and tracking leave and holiday requests |
| 14 | Assist and coach Security Managers in personnel related instances as needed. |
| 15 | Develops and maintains a working relationship with local law enforcement authorities and Office of Emergency Management. (OEM) |
| 16 | Responsible for floor plan approval and life safety compliance for events. |
| 17 | Perform additional duties as assigned. |

Job Evaluation Factors (Check all that apply)

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| Formal Education <i>(Minimum Required)</i> | <input type="checkbox"/> H.S. Diploma or GED preferred | <input checked="" type="checkbox"/> | Bachelor's Degree preferred in Public or Business Administration, Criminal Justice or closely related field |
| | <input type="checkbox"/> Vocational or Technical School required | <input type="checkbox"/> | Education/Experience Equivalent |
| | <input type="checkbox"/> Associate's Degree preferred | <input type="checkbox"/> | Other: |

| | | | |
|---|--|-------------------------|--|
| Minimum Experience <i>(Minimum Required)</i> | <input type="checkbox"/> None | Impact On Budget | <input type="checkbox"/> Contributory |
| | <input type="checkbox"/> One to three years | | <input checked="" type="checkbox"/> Direct |
| | <input type="checkbox"/> Three to five years | | <input type="checkbox"/> Other: |
| Other: 4 years of progressively responsible security/safety experience, to include minimum of three years of management experience involving special event and public assembly facility security experience | | | |

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| Decision Making <i>(level of direction &)</i> | <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: |

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| Problem Solving <i>encountered over</i> | <input type="checkbox"/> By reporting and/or talking to supervisor |
| | <input 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 checked="" 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: | |

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

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| Supervisory Responsibility <i>encountered over</i> | <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: 3 |

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| Job-Related Knowledge <i>(knowledge of...)</i> | <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 checked="" type="checkbox"/> Financial Management | |
| | <input checked="" type="checkbox"/> Microsoft PowerPoint | <input checked="" type="checkbox"/> Administrative principles/practices | |
| | <input type="checkbox"/> Microsoft Access | <input checked="" type="checkbox"/> Computers | |
| | <input checked="" type="checkbox"/> Microsoft Outlook | <input checked="" type="checkbox"/> Other: CCTV, Fire Alarm System, Key/ID Systems, HVAC Monitors/Controls, Parking Controls | |
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> Team working skills and the ability to collaborate with others | |
| | <input checked="" type="checkbox"/> | | |
| | Must possess supervisory, problem-solving, analytical and leadership skills | | |

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

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| 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 checked="" 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 checked="" type="checkbox"/> Using Power Tools |
| <input checked="" type="checkbox"/> Valid TN Driver's License | <input type="checkbox"/> Exposure to chemicals | <input type="checkbox"/> Running, climbing | <input checked="" type="checkbox"/> Using Pallet Jack |
| <input type="checkbox"/> Travel Required | <input checked="" type="checkbox"/> Outdoor exposure to weather | <input 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):