



SECURITY OPERATIONS MANAGER

BASIC FUNCTION

Under general direction, provide operational support for assigned areas and programs within the district's Security Services department; serve as a resource to district staff, prospective employees and community partners to communicate district safety, emergency and security procedures and protocols.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Manage the day-to-day operations of designated programs and operations within the Security Services department, such as emergency preparedness, facility access, emergency response, background or other investigations or other activities related to student, school, staff and facilities safety, security activities. *“E”*
- Perform pre-employment, contractor, volunteer and related background checks in accordance with district policy, local, state and federal laws. *“E”*
- Understand, interpret, implement and communicate department policies, procedures, and programs; assure compliance with established policies and procedures as directed. *“E”*
- Follow district policies and procedures to respond to, and provide guidance and support to district administrators and staff regarding security and safety in emergency and non-emergency situations. *“E”*
- Respond to after-hours and weekend calls to provide leadership, guidance and direction during district emergencies. *“E”*
- Develop and/or deliver a variety of mandatory and relevant training programs for district personnel in support of a variety of district security programs such as incident response, crisis preparedness operations, or state mandated recertification training, as assigned. *“E”*
- Prepare and maintain a variety of records and reports related to security operations, incidents, personnel, equipment, emergency planning and other assigned activities. *“E”*
- Coordinate activities between schools and appropriate organizations regarding mandatory or district required drills, such as fire, earthquake, lockdown, or similar situations; facilitate subsequent de-brief assessments with school and/or other emergency teams. *“E”*
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy. Participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to business and school practices and student achievement with awareness and understanding of their impact in a racially and culturally diverse community. *“E”*
- Keep current on local, State and federal school safety, emergency preparedness and related issues and laws; maintain professional licenses, certifications and professional growth through participation in workshops, conferences, trainings, meetings, professional associations, affiliations and workgroups. *“E”*
- Provide supervision, work direction and guidance to campus security agents or other security personnel, as assigned. *“E”*
- May assume leadership role in the absence of the Security Director.
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized “E” which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Security Operations Manager supports district leadership and oversees assigned duties related to the staff and activities of the district security department; performs the day-to-day security services department operations in assigned areas such as emergency preparedness, emergency response, background checks or coordination of campus security agents.

EMPLOYMENT STANDARDS

Knowledge of:

Local, State and federal safety and security laws and accepted practices pertaining to employment, safety, and security in a K-12 setting.

Oregon statutes related to security professionals and instructors and the use of Law Enforcement Data Systems (LEDS).

Pre-employment, human resource, criminal, and accident investigation techniques.

Office procedures and technologies, including word processing, spreadsheet, database software, and web-based applications.

Portland community and specific ethnic populations.

Conflict resolution and interpersonal communication techniques.

Techniques of group and crowd control.

Effective written and verbal communications techniques.

Emergency communication techniques and technologies; appropriate use of radio broadcasting equipment.

Problem-solving and decision-making strategies used in effective teams.

Conflict resolution and interpersonal communication techniques.

Local law-enforcement and emergency agencies.

District safety rules and regulations and safety and fire alarm systems

First aid and life saving techniques including CPR.

Ability to:

Comply with applicable policies, procedures, rules, regulations and professional standards for the position.

Protect confidentiality of employee, student, and law enforcement records and information.

Independently plan, organizes, and carry out work responsibilities effectively under pressure of deadlines, difficult situations, interruptions and emergency conditions.

Interact effectively and collaboratively with individuals and groups.

Communicate effectively with hostile or emotionally distraught persons.

Respond to emergency situations, safety issues and crowd control incidents.

Understand team development and goal achievement processes.

Analyze data and prepare reports pertaining to security, risk and employment issues.

Demonstrate empathetic listening and interpersonal relationship skills.

Understand, apply and explain school rules and regulations and procedures.

Keep records and logs and prepare reports.

Understand and follow oral and written directions.

Learn District organization, operations policies and procedures.

Act and communicate effectively in crisis situations.

Operate a two-way radio.

Operate a vehicle observing safe and defensive driving techniques.

Operate office equipment, technologies and software.

Establish and maintain cooperative and effective working relationships with others.

Education and Training:

An Associate's degree in criminal justice, social science, or a relate field is required.

Experience:

Five (5) years of experience in law enforcement, school security or a related field, including demonstrated experience leading staff and investigations is required. Experience working in K-12 public education is desirable.

A Bachelor's degree in one of the identified fields will substitute for two (2) years of the required experience.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

Special Requirements:

Positions in this classification require the use of a personal automobile and possession of a valid driver's license.

Current American Red Cross standard first aid and cardio-pulmonary resuscitation certifications are required within six (6) months of employment and must be maintained throughout district employment.

District provided certification and licensure in Law Enforcement Data System (LEDS) and with the Oregon Department of Public Safety Standards and Training (DPSST) in the areas of instructor and/or supervisory manager is required to be obtained and maintained throughout the course of employment.

Positions in this classification may require work hours beyond the normally assigned schedule including participating in rotating on-call shift work to respond to issues that occur beyond the traditional work day.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in a standard office environment with public contact and frequent interruptions. Work is also performed on urban school campuses, indoors and outdoors; occasional inclement weather; driving a car on city streets; event crowds and emergency situations.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in a school office and campus setting; strength, agility and endurance to appropriately respond to physical altercations, emergency conditions and crowd control situations; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting, standing and walking for extended periods of time; running, crouching, bending, carrying objects weighing up to 50 pounds kneeling, bending at the waist; lifting, pushing, pulling; repetitive hand movement and fine coordination to use a computer keyboard; emotional stability to work effectively under pressure and in emergency situations and to keep all aspects of the job under control; hearing and speaking to hear normal voice-range frequencies and communicate on a two-way radio and to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

FLSA: Exempt
Bargaining Unit: N/A
Salary Grade: 32

Approval Date: December 6, 2016

Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.
Board of Education Policy 1.80.020-P