

Market Range Detail - Director - Protective Services

Effective Date

October 13, 2014

Market Range Title Description

PURPOSE STATEMENT

Positions in this market range title are responsible for leading the day-to-day operations of the Protective Services Departments by directing the resources of the security and parking programs for County-wide facilities and premises in order to protect elected or appointed officials, employees, jurors, visitors, public, patients, and County equipment and properties.

PRIMARY DUTIES

This job may include the following job duties and is not an all-inclusive list of all job duties that may be required. Employees will be required to perform other related duties as assigned.

- Primary responsibility for various security related matters at 400 plus County leased/owned facilities and over 10 million square feet of building space
- Effectively direct the 24 hour day-to-day security, crime prevention, parking, transportation, crowd control and incident response operations of the Protective Services Department at multiple sites within budgetary constraints.
- Provide technical and professional leadership in the development and implementation of the Department strategic plan, programs, goals, objectives, policies, procedures and work standards while incorporating the County's Managing for Results model.
- Promote exceptional customer relations with a diverse customer base by delivering timely and responsive security and protection services including ensuring staff interactions with internal and external customers reflect the high standards, principles and values established by the County Board of Supervisors and executive leadership.
- Develop, conduct, support, or assist in governmental reviews, internal evaluations, or assessments of the overall effectiveness of facility and personnel security processes to mitigate potential consequences or risks.
- Manage the quality of work performed and promote a fully engaged workforce by setting clear performance expectations, training, mentoring, monitoring workflow, and assessing annual performance.
- Manage in-house and contract armed security officers during elections and special projects.
- Responsible for the special detail executive protection program for the Board of Supervisors, other Elected Officials and Department Directors as requested or required.
- Oversee the Countywide security access control system which has over 4600 card readers and panic buttons on it in addition to managing the County I.D. badge program that has over 15,000 County employees and contractors with programmable I.D. badges.
- Identify and implement common security technologies across the County relating to access control systems, electronic alarm surveillance, digital CCTV/recording equipment and the County I.D. badge system.
- Oversee the design, installation, testing and evaluation of security components.
- Compile data for and prepare regularly scheduled reports, analyses and statements capturing the work performed and the value of services offered.
- Direct or conduct investigations and prepare case files, collaborate with Attorneys, Risk Management, Law Enforcement, and other Regulatory Agencies relative to criminal and general liability incidents.
- Serve as a resource for all departments on evaluation design relating to security or loss prevention programs.
- Crisis management relating to emergencies such as fires, bomb threats, riots, shootings, jail breaks and etc.
- Develops standards and guidelines for training programs or media, which will increase proficiency in security/loss prevention practices.
- Responsible for departmental specialty programs relating to firearms training, bike patrol, canine, MVD on-line records center, criminal record checks, burglar alarm monitoring and the in-house 911 emergency response program.

Glossary:

Market Range Title: Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

Effective date: The date the salary range was implemented for use.

Market Range Title Description: Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

Likely Minimum Qualifications: Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

Market Range: The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

Hiring Range: The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

Working Title: The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.

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- Oversee the parking management and shuttle bus programs for six structures and multiple surface lots that include employee, visitor and juror parking.

Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$34.76	\$43.74	\$52.72

Likely Minimum Qualifications

- Master's degree in Criminal Justice, Security Administration, Police Science or a related field and ten (10) years of experience in a security, public safety, law enforcement, and/or military environment, which includes at least three (3) years of high level managerial/director experience (Bureau Chief, Division Chief, Major or higher).
- Other combinations of education and experience may be considered in substitution for the minimum qualifications

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