

Established:
Resolution:
Spec Adopted:
CS Status: Unclassified
Unit: Unrepresented
FLSA Status: Exempt

City of Stockton

SECURITY SERVICES MANAGER

DEFINITION

Under general direction, the Security Services Manager plans, develops, organizes and implements the security plans and protocols to protect City Hall, and all other non-police, city owned facilities. This role includes overseeing all security related contracts, personnel, whether they be contracted or internally staffed, coordinating emergency response plans, and ensuring compliance with local, state, and federal regulations.

CLASS CHARACTERISTICS

This single, non-sworn, position in the City Manager's Office is responsible for managing staff and activities related to citywide security services. This position has extensive contact with the City Manager, the Police Department, Department Directors and employees, various public/private organizations, and the general public. General direction is provided by the City Manager, with support from the Chief of Police. This assignment requires a high degree of administrative decision making. The incumbent in this position is not a deputized peace officer and does not possess the power of law enforcement but works closely with the City's Public safety Departments.

PRINCIPAL DUTIES (Illustrative Only)

- Directs, manages, and reviews the work of contracted and assigned security related staff to ensure operations are performed in accordance with City policy and procedure, applicable state and federal laws, and the Stockton Municipal Code; ensures adherence to relevant security and privacy laws.
- Create and lead a City Hall Public Safety Committee—comprised of staff from the Public Works, Police, and Fire Departments--focused on enhancing security measures and improving emergency preparedness at City Hall.
- Maintains incident logs and prepares detailed security reports.
- Conducts routine threat assessments to design, implement, and maintain comprehensive security plans at each City facility; recommends corrective actions when necessary.
- Assists the City's contracted security provider in recruitment, selection, assignment, training, and evaluation of personnel assigned to the City of Stockton; makes recommendations for guard changes, post orders, assignments, and addresses alarm responses.
- Ensures City employees, appointees, and elected officials are adequately educated and appropriately trained on security protocols, in partnership with the Police and Fire Departments.

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- Develop and coordinate emergency response and evacuation plans; conducting regular drills and simulations in partnership with Police, Fire, and Human Resources.
- Researches, analyzes, recommends, and implements current industry best practices and technological advances as applicable to the program.
- Handles sensitive information and makes security-related decisions while demonstrating strong ethics and integrity.
- Makes decisions on behalf of the program, in the absence of superiors, in accordance with program rules, City policies, regulations, and procedures.
- Prepares and reviews reports, correspondence, recommendations, and other types of records and documentation concerning the activities of the program.
- Manages crisis situations effectively, ensuring safety and order during disruptions or emergencies.
- Serves as a liaison between the City Manager, law enforcement and public safety agencies; provides regular updates to City Officials on security matters.
- Coordinates with Human Resources to oversee security operations as part of the City's safety committee.
- Coordinates with Human Resources to assist in the development, training, and implementation of the City's Workplace Violence Prevention Program; and serves as a member of the City's Crisis Management Team.
- Develops, trains, implements, oversees the City's Alarm and Video Surveillance System policies.
- Coordinates after action meetings and training to address security incidents that occur in City facilities.
- Interprets and applies legal regulations and administrative policies related to security programs and enforcement.
- Provides technical guidance and assists in resolving complex issues.
- Manages various analytical studies; prepares reports, correspondence and a variety of written materials.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, training, evaluation and discipline;
- Principles and practices of public administration including program management and budgeting;
- Principles, practices, systems, and techniques of security-related records, and record keeping;
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to security services;

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- Safety procedures for the proper handling of emergency, crisis, or disruptive situations;
- Standard office practices and procedures, including basic and specialized business personal computer applications and databases; and
- Correct English usage, spelling, punctuation, grammar, and report writing.

Skill in:

- Supervising, planning, organizing, assigning, directing, reviewing and evaluating the work of assigned and contracted staff;
- Analyzing complex technical problems, evaluating alternatives and making sound, independent judgments within established guidelines;
- Developing, implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls;
- Proficient in security contract management and administration;
- Interpreting and applying laws, regulations, policies and procedures;
- Preparing clear, concise and competent analytical and technical reports, correspondence and other written materials;
- Using computer applications and technology effectively related to the work assigned;
- Establishing and maintaining effective working relationships with those contacted in the course of the work;
- Presenting before the public, City Council, boards, commissions and other bodies;
- Contributing effectively to the accomplishments of City goals, objectives and activities;
- Organizing work, setting priorities, and exercising sound, independent judgment within established guidelines;
- Understanding customers' perspective, concerns, needs and requests; and
- Being professional and keeping calm during hostile confrontations and encounters.

Education/Experience:

Possession of a Bachelor's degree from an accredited four year college or university with major course work in business or public administration, criminal justice or other law enforcement related area of study, or a closely related field; AND five (5) years of full-time experience in the field of security management or law enforcement, including administrative and supervisory responsibility.

Other Requirements:

- Possession of a valid California driver's license;
- Possession of security management certificate;
- Strong leadership and team management skills;
- Excellent communication and interpersonal skills;
- Knowledge of technologies and systems;

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional standing and walking for long periods of time;

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- Lifting - Occasional lifting of 25 pounds or less;
- Vision - Constant use of overall visual capabilities; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity - Frequent holding, grasping, repetitive motion and writing;
- Hearing/Talking - Constant hearing and talking of normal speech, frequently over noise, in person by telephone, and in group settings;
- Special Requirements - May require weekend, evening, or holiday work; must be available for on-call emergency response;
- Physical characteristics - May be required to walk for prolonged periods, sometimes needing to maneuver over debris or uneven terrain with potential hazards, to climb ladders and to crawl through small spaces;
- Emotional/Psychological - Constant concentration, decision making and public contact; exposure to unpleasant living conditions/situations involving children and the elderly; occasional encounters with irate/disturbed individuals; ability to exercise sound judgment, especially under stressful situations; and working alone;
- Environmental Conditions - Occasional exposure to noise, obnoxious odors, fumes, dust, extreme heat/cold, hazardous materials/substances; and
- Working Conditions - Primarily performed outside in inclement weather and in an office environment which is typically moderately quiet but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPROVED:

ROSEMARY RIVAS
DIRECTOR OF HUMAN RESOURCES

DATE: _____

CITY OF STOCKTON
SALARY & BENEFIT CALCULATOR-CONFIDENTIAL

Payroll Cost Planning FY 2024-25
(Does not adjust for COLA or step increases)

Directions:

1. Enter employee title in the column heading.
2. Fill in monthly base salary from salary schedule.
3. If employee does not receive the listed add pays, delete contents from Add Pay cells.
4. This form is set up for Confidential employees. Percentages may need to be adjusted to fit employee's status.
 Please contact your Budget Analyst for an editable copy.

	Program Manager III (Step 1)	Program Manager III (Step 6)	Insert Class Title	Insert Class Title	Insert Class Title
Salary and Incentive Pays					
Monthly Base Salary From City Schedule	8,135.26	10,445.84	0.00	0.00	0.00
Base Annual Salary	\$ 97,623	\$ 125,350			
Add Pay					
Subtotal Add Pays	\$ -	\$ -	\$ -	\$ -	\$ -
Salary plus Add Pays	\$ 97,623	\$ 125,350	\$ -	\$ -	\$ -
Benefit/Insurance Costs					
(20-37) General Liability Insurance ¹	\$ 10,055	\$ 12,911	\$ -	\$ -	\$ -
(10-20) Compensated Absences ²	\$ 1,171	\$ 1,504	\$ -	\$ -	\$ -
(10-34) UIB ³	\$ 98	\$ 125	\$ -	\$ -	\$ -
(10-33) Workers Comp ⁴	\$ 3,010	\$ 3,864	\$ -	\$ -	\$ -
(10-27) Medicare Insurance Tax 1.45%	\$ 1,416	\$ 1,818	\$ -	\$ -	\$ -
Deferred Compensation ⁵	\$ -	\$ -	\$ -	\$ -	\$ -
(10-31) Long Term Disability (0.63%) ⁶	\$ 615	\$ 790	\$ -	\$ -	\$ -
(10-32) Life Insur \$.165/\$1,000 ⁷	\$ 72	\$ 72	\$ 72	\$ 72	\$ 72
(10-29) Medical/Dental	\$ 16,800	\$ 16,800	\$ 16,800	\$ 16,800	\$ 16,800
(10-25) Pers-ER ⁸	\$ 27,774	\$ 35,662	\$ -	\$ -	\$ -
Subtotal Benefits/Insurance	\$ 61,010	\$ 73,546	\$ 16,872	\$ 16,872	\$ 16,872
Total Position Expense	\$ 158,633	\$ 198,896	\$ 16,872	\$ 16,872	\$ 16,872

** Recommending the Security Services Manager aligns with the existing salary scale for a Program Manager III.