

FACILITIES AND SECURITY MANAGER

TOMPKINS COUNTY

Department DSS
Classification Competitive
Labor Grade L(12)
Approved 10/98
Revised _____
By AF, Commissioner of Personnel
BBP Risk Factor 3

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position responsible for the smooth, safe and efficient operation of the Human Services Building and the county supported parking areas associated with it. To this end, the incumbent will coordinate with the departments operating within the Human Services Building, the Tompkins County divisions of Buildings and Grounds and Engineering, with local police, with county Health and Safety staff and with any contractors and/or vendors working in or on the building. An employee in this class is responsible for ensuring compliance with existing policies and procedures and for creating new policies and procedures as necessary to ensure that the building is operating at or above the standards to which it was built. The Facilities and Security Manager is responsible for insuring the safety of all building users. The incumbent supervises the security staff assigned to the building and provides direct support whenever needed. The work is performed under the general supervision of the Commissioner of Social Services in consultation with other departments and personnel as needed and will provide direct supervision to the Security Officers and Cleaners assigned to this building. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures the safety and security of all users of the building;
- Ensures that the Human Services Building is cleaned and maintained at the highest level possible which shall be no less than the standard to which the building was built. Standards higher than the minimum may be specified in the policies and procedures designed by the Facilities and Security Manager;
- Serves as the primary point-of-contact between staff, visitors, and public users of the building on building use issues;
- Acts as a point-of-contact/liaison between the occupants and all vendors who work in the building;
- Supervises the DSS Security Staff of the Human Services Building including work assignment, scheduling, parking enforcement and fire drills;
- Regularly conducts performance evaluations on Security staff;
- Provides the results of Cleaner performance feedback to Buildings and Grounds for appropriate action;
- Deals with minor problems directly or directs the work of buildings and grounds personnel or other vendors as necessary to resolve problems;
- Works closely with the Cleaning Supervisor to select cleaning staff for the building;
- Sets up a system to monitor building cleaning, which shall include working with Department Heads to select individuals within departments who are willing to monitor and target areas of the building that require additional cleaning or maintenance;
- Maintains a dialog with all building users to determine work that needs to be done;
- Stays on top of small problems on a daily basis so that they do not become major problems;
- Maintains the Material Safety Data Sheet inventory for the building and serves as the primary contact whenever questions about exposure to various workplace substances arise or refers them to the Health and Safety Coordinator;
- Schedules security staff to maximize coverage for daily operations and public use of the building;
- Works with Buildings and Grounds to ensure a sufficient number of cleaning and/or maintenance personnel are on duty each day;
- Develops educational materials and trains people so that they may easily and safely use of the lighting, electronics and other equipment contained in Room 140-141 (the conference room) during and after hours;
- Maintains and alters building signage as necessary;
- Develops a building budget and annually advocates to the Board of Representatives for this portion of the overall Public Works budget;
- Supervises building changes such as work stations, phone and physical portions of major computer deployment;

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TYPICAL WORK ACTIVITIES (CONTINUED):

Serves as the Department Head liaison to the Health and Safety Coordinator on issues such as air quality testing, ergonomics, occupational safety, health and other building safety issues;
Serves as liaison to the local police force and neighbors;
Participates actively in the Stakeholders and other building related quality teams;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good general knowledge of the modern principles and practices of supervision and building management;
Good general knowledge of engineering, building trades or building maintenance sufficient to become familiar with a relatively high tech building and security system;
Good general knowledge of law enforcement and security methods such as patrolling, investigating and observing;
Good interpersonal skills;
Working knowledge of computer systems sufficient to learn how to use the existing technology and stay up to date with advances in the field;
Ability to employ an aggressive and proactive approach to problem solving;
Ability to plan and supervise the work of others in a manner conducive to full performance and high morale;
Ability to express oneself clearly and concisely both orally and in writing;
Ability to establish and maintain an effective working relationship with the public and staff;
Ability to deal firmly but courteously and tactfully with the public when enforcing laws or rules;
Willingness to see the building occupants and general public as customers and work from that perspective during periods of normal and high stress;
Willingness to work in a total quality group/team environment;
High standards of work environment cleanliness and close attention to detail;
Good powers of observation
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (a) Graduation from a regionally accredited or New York State registered college with an Associates Degree or completion of at least sixty college credit hours **AND** at least four years of building maintenance, facilities coordination or security experience, two years of which must have been in a supervisory capacity; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** at least six years of building maintenance, facilities coordination or security experience, two years of which must have been in a supervisory capacity; **OR**
- (c) Any combination of training and experience that is equivalent to, or higher than that listed in (a) and (b) above.

SPECIAL REQUIREMENT:

- (a) Possession of valid New York State motor vehicle operators license at time of appointment and maintenance of such license during the life of employment.
- (b) Preference in appointment **MAY** be given to candidates among the top three who possess certification in: Advanced First Aid through the American Red Cross, or First Responder or Emergency Medical Technician Certification through New York State. However, the appointing authority reserves the right to choose a candidate who is not certified in one of the above on date of appointment. If so, the incumbent must enroll in one of these training courses, successfully complete the course within one year of the date of appointment and maintain certification at all times thereafter during employment.
- (c) In accordance with General Business Law, Articles 7 and 7A, Section 89-g, all security personnel must register with the NYS Department of State, Division of Licensing Services immediately upon employment. Registration includes fingerprinting and a thorough background check by the State Department of Criminal Justice Services and FBI.

