



Code: 4268

Family: Clerical and Office Administration

Service: Operation and Construction

Group: Building Custodial and Operation

Series: Custodial

CLASS TITLE: DIRECTOR OF SECURITY

CHARACTERISTICS OF THE CLASS

Under direction, develops and administers a major security program for a large City department, and performs related duties as required

ESSENTIAL DUTIES

- Develops and implements security policies and procedures to ensure the safety of departmental equipment and facilities
- Supervises, reviews, and evaluates the work of security staff engaged in providing security for departmental facilities and equipment
- Directs the development and implementation of operational security and life safety policies and procedures to address risks identified and ensure the overall safety of employees and security of City equipment and property
- Directs the assignment of security personnel to storage sites, parking lots, and garages
- Monitors the efficiency of security operations
- Oversees programming of remote access key cards for City buildings
- Makes recommendations to institute and upgrade security systems and devices
- Directs classroom and scenario based training (e.g., active shooter, bomb threats, etc.) to City employees on life safety procedures and protocols
- Keeps abreast of developments in the security field, investigates the effectiveness of new systems and devices, and makes recommendations regarding their purchase
- Develops training manuals and oversees the training of unit personnel
- Acts as liaison to investigating agencies on security and incident investigations
- Cooperates with appropriate agencies in the prosecution of individuals alleged to have committed theft or other unlawful acts
- Directs efforts with Fire department personnel to review evacuation procedures and oversee annual fire evacuation drills at City buildings
- Approves security personnel work assignments and time off requests
- Prepares reports on security operations

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five (5) years of security operations experience, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree, plus three (3) years of security operations experience, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with an Bachelor's degree or higher, plus one (1) year of security operations experience, of which three (3) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- Some positions may require a valid State of Illinois Driver's License

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Radio equipment

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *security principles, practices, procedures, policies, and programs
- *life safety policies, programs and procedures
- law enforcement procedures

Considerable knowledge of:

- *supervisory methods, practices, and procedures
- *access control functions and related equipment
- applicable computer equipment and software (e.g., alarm and surveillance software)
- applicable federal, state, and local laws, regulations, and guidelines

Some knowledge of:

- geographical locations in the City
- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *TIME MANAGEMENT - Manage one's own time and the time of others
- PERSUASION - Persuade others to change their minds or behavior
- SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior

- **ADAPTABILITY/FLEXIBILITY** - Be open to change (positive or negative) and to considerable variety in the workplace
 - **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
 - **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - **INDEPENDENCE** - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
 - **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
September, 2020; April, 2025