



Opening Date: 12/26/2017  
Closing Date: Open Until Filled

## **Vacancy Announcement #07-18 Support Services Supervisor**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **SUMMARY DESCRIPTION**

The Support Services Supervisor is an experienced professional responsible for overseeing the daily activities related to visitor information, access control and command center operations. Reporting directly to the Assistant Manager, Public Safety Support Services, the incumbent will oversee tasks assigned to Guest Services personnel and Access Control Specialists. The incumbent must be able to work a flexible schedule, including days, evenings, weekends and holidays.

### **EXAMPLES OF WORK ASSIGNED**

- Assumes the responsibilities of the Assistant Manager, Support Services in her absence
- Maintains daily, weekly and monthly records and logs
- Keeps abreast of current and future events at the Center and in the metropolitan area via the booking list, event memos, calendar of events, and other sources (e.g. internet) and conveys information to the Support Services team
- Monitors work assignments for Access Control Specialists and Guest Services personnel
- Prepares weekly work schedules Guest Services and Access Control personnel
- Monitors time and attendance of Access Control Specialists and Guest Services personnel
- Gathers and analyzes information from various sources (e.g. persons, CCTV, records management system, etc.); communicating and interacting with others
- Assist in the preparation of performance assessments
- Assists in the management of records for the Public Safety Division
- Reports observation of hazardous situations or unsafe conduct to appropriate staff
- Performs tasks, as assigned, related to IS 24/7 System
- Performs a variety of related tasks and duties as assigned

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Excellent interpersonal communication skills
- Ability to work a flexible schedule, including days, evenings, nights, weekends, and holidays
- Ability to work with minimal supervision
- Ability to read, write and follow moderately complex instructions
- Ability to assist in prioritizing responses to competing requests or needs
- Ability to receive, analyze and appropriately respond to information provided by internal and external customers, sometimes during emergencies
- Ability to assist in the deployment of personnel, through scheduling and assignments; optimizes the use of available resources
- Demonstrated ability to supervise or perform in a lead role, using independent good judgment
- Ability to comprehend and follow verbal and written directions
- Ability to speak clearly and concisely

- Ability to converse orally and utilize standard telephones, two-way radios and Direct Connect telecommunication devices to receive and communicate information with internal and external customers
- Ability to communicate with customers and represent the Support Services department in meetings

### **CORE COMPETENCIES (SUPERVISOR STAFF)**

- Job Knowledge and Technical Expertise
- Leadership
- Human Capital
- Workplace Safety
- Oral and Written Communication

### **MINIMUM QUALIFICATIONS**

- High School Diploma or equivalent
- Five (5) years' work experience, preferably in a similar heavy public contact and service function
- Must acquire and maintain a Special Police Officer's Commission through the Metropolitan Police Department (MPD) Security Officers Management Branch. Application must be made upon receipt of employment offer letter
- Three (3) years of supervisory experience

### **DESIRABLE QUALIFICATIONS**

- Proficiency with Microsoft Office Suite
- Demonstrated experience organizing and prioritizing multiple tasks

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**  
<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW  
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.  
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC  
Human Resources Department  
801 Mount Vernon Place, NW  
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.