



Opening Date: 4/30/2018

Closing Date: Open Until Filled

## **Vacancy Announcement #26-18 Patrol Services Supervisor (E.S.A.)**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **EVENTS DC**

#### **Engage, Excite, Entertain.**

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

### **SUMMARY DESCRIPTION**

Under the direction of the Manager and/or Assistant Manager, Security Services, the Services Supervisor is responsible for supervising subordinate Security Services personnel and managing work to safeguard the Center's customers, the general public, employees, facilities and supplies. Incumbent is responsible for ensuring the Center is properly staffed continuously and that subordinate Security Services personnel is knowledgeable of WCCA building rules and regulations. Delegates all patrol and post assignments. The incumbent must also be able to work flexible hours, including days, evenings, nights, weekends and holidays.

### **EXAMPLES OF WORK ASSIGNED**

- Maintains properly staffed security shifts with Security Officers and Contract Security Officers.
- Oversees Contract Security Officers performance in conjunction with Contract Security personnel.
- Assists the Manager and Assistant Manager, Security Services in planning, organizing and assigning day-to-day tasks.
- Provides input on security posts and other security matters relative to the Center.
- Maintains internal controls for the effective operation of the Contract Security firm.
- Maintains logs vehicle passes for contractors working at the Center.
- Produces and issues necessary keys, keycards and code to doors to security personnel, maintaining a log for the same.
- Ensures that staff is responsive and courteous to customers, service contractors and co-workers.
- Ensures that incident reports are properly prepared, reviewed, proof read by the end of the shift, transmitted to Executive staff and maintained in the computer and log book.
- Monitors public and client activities to ensure compliance with established safety and security rules and regulations.
- Alerts Executive staff and guests to fire or other hazards

- Administers basic First Aid when medical personnel are not on duty.
- Provides on-the-job training for Security Officers and/or other WCCA subordinate staff.
- Implements evacuation of building in the event of emergencies as directed by the Incident Commander or Manager of Security Services.
- Supervises assigned areas at the facility and observes activities to prevent criminal or hazardous activities.
- Anticipates, prevents, and takes appropriate measures to protect against hazardous and criminal activity.
- Evaluates the performance of, coaches, counsels and administers disciplinary action to subordinate staff.
- Prepares a Shift Briefing sheet that is transmitted to Director of Public Safety, Manager of Security Services, Assistant Manager of Security Services and the Command Center.
- Participates in meeting that relate to crowd control, evaluation procedures and emergency response procedures.
- Performs a variety of related tasks and duties as assigned.

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

- Ability to meet any required physical medical standards necessary for the performance of assigned tasks.
- Ability to meet local requirements for security personnel.
- Knowledge of standard practices and techniques used in guarding property and people.
- Ability to demonstrate emotional stability during periods of tension and stress.
- Ability to recognize emergency situations and direct prompt and effective corrective measures.
- Ability to comprehend and follow oral and written instructions.
- Ability to express ideas and communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationship with the public and associates.
- Ability to learn and be certified in First Aid, CPR and AED
- Good aptitude for accuracy.
- Knowledge of general office practices and procedures.
- Ability to work in a fast multi-task environment.

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

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

### **ADA ESSENTIAL FUNCTIONS**

- Ability to stand for sustained periods of time.
- Ability to walk extended distances and climb stairs to access the interior and environs of the Center.
- Ability to read and write instructions, directions, letters, memos, floor plans and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.

### **MANDATORY REQUIREMENT**

- Must apply for a Special Police Officer's Commission within 120 days, which includes passing a drug test immediately following receipt of employment offer letter.

### **MINIMUM QUALIFICATIONS**

- High School Diploma or equivalent.
- Three (3) years of experience in security management/law enforcement.
- Three (3) years of supervisory experience in security management/law enforcement and/or demonstrated ability to perform in a supervisory capacity.

- Proficiency with Microsoft Office Suite.

### **DESIRABLE QUALIFICATIONS**

- Bachelor's Degree in law enforcement/security management.
- Experience in the hospitality industry.

### **REQUIREMENT**

- All positions require candidates to successfully complete our background screening process

**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.**