

AMERICAN FILM INSTITUTE JOB DESCRIPTION

POSITION: Supervisor, Security Operations
DEPARTMENT: Office Services
LOCATION: Los Angeles Campus

PRINCIPAL RESPONSIBILITIES:

The Supervisor, Security Operations is responsible for collaborating with the Human Resources department to organize and coordinate the security program according to Institute policies. In addition, the Supervisor, Security Operations plans and schedules Security personnel and manages security operations, including the management of potential emergency/crisis situations.

The Security team is the first line of response to any unsafe situation that may arise by providing direct protection, conflict management and related public service.

PRINCIPAL DUTIES:

- Provide a safe and secure environment for staff, faculty, Fellows and visitors to the AFI Campus.
- Provide direct security and related public service.
- Manage any arising conflict as efficiently and safely as possible. Certain crisis situations may require decisive action under extreme pressure.
- Provide a visible deterrence to crime, prohibited activities or suspicious activities on campus, driveway and shared walkway.
- Conduct ongoing inspections of the campus, observing and reporting unusual activities and incidents, and intervening with force, if necessary, to remove or detain potentially threatening elements.
- Respond to unusual or emergency situations as warranted using the appropriate escalation of force level up to and including armed response.
- Provide training and guidance to the Security team as well as general staff regarding security policies and/or procedures.
- Supervise the members of the Security team.
- Review all security Daily Activity Reports (DAR) and email communications.
- Prepare and maintain post orders and instructions for the Security team.
- Respond to any HR related communication to assist with workplace issues.
- Perform foot patrol of assigned location checking for unsafe conditions, hazards, unlocked doors, blocked entrance/exits and/or mechanical problems.
- Inspects buildings, grounds and perimeters to identify any exterior lighting outages or other potential hazards.
- Observe campus activities to identify and intercept suspicious or unauthorized individuals/vehicles and/or materials.
- Investigate and report all incidents/accidents, theft and other security concerns. Incident reports must be submitted to HR upon completion.
- Manage distribution of departmental equipment including maintaining equipment log, reporting damage and requesting replacements when necessary.
- Prevent unauthorized removal of Institute equipment or materials.

- Enforce AFI's parking policy as outlined in the Security Manual including issuing parking citations for policy violations.
- Create processes and procedures to ensure efficient operation of the Security department.
- Create and maintain parking citation database. Send payment reminders to individuals with outstanding fines and coordinate payments with Finance.
- Check and secure all areas during shift and upon campus closing.
- Respond to emergency and routine incidents; move quickly to location and effectively diffuse dangerous situations. Be prepared to directly confront hostile persons to protect lives and property.
- Coordinate with law enforcement and fire as needed.
- Submit Weekly Activity Report by end of shift. Report to include all tasks performed and relevant campus activities observed during shift (i.e., parking violations, trespassers, lost and found, etc.).
- Prepare and post weekly Security schedule. Provide coverage for absences, breaks and/or lunch periods as needed.
- Meet monthly with the Generalist, Human Resources and/or Coordinator, Campus Facilities to review and discuss security concerns.
- Maintain radio communication with HR, Facilities, switchboard and Security team.
- Monitor alarm systems and respond appropriately to sounding alarms, including communicating with Tyco ADT, fire and/or law enforcement.
- Perform other duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree preferred.
- Minimum five years experience in security operations.
- Minimum three years experience scheduling and supervisory skills.
- Ability to pass a physical fitness examination.
- Must possess a current Firearm permit issued by the State of California or other licensing agency.
- Must possess a current Security Guard certification issued by the State of California or other licensing agency.
- Must possess a current pepper spray permit.
- CPR and First Aid Certification required.
- Training in the exercise of the powers to arrest required.
- Ability to assess problematic or emergency situations and plan/execute an appropriate solution based on established guidelines or policies
- Ability to maintain professional composure when handling varied high-pressure situations including hostile persons.
- Ability to act effectively without immediate supervision in making judgments regarding policy and procedures.
- Skilled in observation techniques.
- Highly developed customer service skills with the ability to establish and maintain rapport with internal and external contacts.
- Exceptionally detail-oriented with the proven ability to handle numerous tasks with appropriate follow-up and reporting activities while not losing sight of the big picture.
- Can work independently while being an integral member of a high-functioning team.

- Proven project management skills with the ability to take a project from conception through completion with minimal supervision.
- Strong oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.
- Strong leadership, time management, organizational and multi-tasking skills coupled with the ability to work independently and with minimal supervision.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times.
- Possess a positive and professional attitude with the ability to work as a member of a high-energy, results oriented team.
- Ability to work calmly under pressure.
- Personal integrity with the ability to inspire confidence and trust.
- Computer skills with strong knowledge in Microsoft Word, Excel and Mac Mail.
- Ability to stand/work for extended periods of time.
- Ability to run and/or climb stairs to respond quickly to emergency situations.
- Exposure to inclement weather; required to work in/or under conditions that require the use of protective gear with an awareness of personal safety and safety of others.
- Must be available by personal cell phone during non-office hours for time sensitive, business-related communications.