

DIRECTOR OF CAMPUS SAFETY
Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 14
REPORT TO: EXECUTIVE DIRECTOR OF FACILITIES AND PHYSICAL PLANT
REVIEWED DATE: JUNE 10, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Oversees the protection and safeguarding of college personnel and assets, and works to promote and maintain a safe and secure college environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages contracts with security providers, facilitates communication and cooperation between providers and College personnel, and ensures security personnel are appropriately trained and qualified to perform assigned compliance responsibilities.
- Reviews incident reports, conducts investigations, and ensures proper documentation is completed in a timely manner.
- Establishes cooperative relationships with local first responders including police, fire, ambulance, and other emergency units.
- Ensures compliance with the college safety and security policies and works with the campus community regarding safety training, emergency drills and other activities.
- Prepares reports for internal and external sources and ensures the College complies with the requirements.
- Promotes a positive image of the College when handling customer/client problems by treating each individual with respect and resolving their concerns/complaints in a professional manner.
- Manages campus parking and traffic procedures consistent with applicable laws and regulations.
- Actively participates as a member of the College threat assessment team.
- Develops and implements the various institutional forms used by Campus Safety and Security.
- Creates and implements a strategic plan/emergency plan for the office of Campus Safety, of the Division of Finance and Administration.
- Reviews, maintains and evaluates the budget for Campus Safety, in collaboration with the Vice President of Finance and Administration.
- Investigates and reports to administration all noted incidents, hazards and accidents in a timely manner.
- Travels occasionally to fulfill position responsibilities.
- Maintains awareness of best practices, emerging trends and new legislation relating to Campus Safety.
- Represents the Campus Safety interests of the College.

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- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to Campus Safety.
- Participates in the process for systematic review and evaluation of Campus Safety functional areas per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Monitors security equipment, cameras, and ensure that units are functioning properly.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements, weather events and other special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Communicates effectively, both orally and in writing; defines problems, collects data, establishes facts, and draws valid conclusions; and effectively presents information to top management, public groups, and other groups, as needed.
- Performs duties and responsibilities within a high-tech all-digital environment.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Knowledge of mediation and conflict resolution techniques.
- Knowledge of human behavior and performance.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to facilitate communication, clarify issues and guide parties toward mutual agreement.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to involved parties.

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- Ability to respond to common inquiries about the College from employees, students and members of the community.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills, including strong active listening and problem solving skills.
- Ability to handle sensitive and extensive confidential data.
- Ability to perform and excel in a high-tech all-digital environment.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university and a minimum of two (2) years of direct experience working in Campus Safety or Conflict Resolution functional areas in a college or university setting.
- Experience in facilitating complaints, settling disputes, and resolving grievances and conflicts in a college or university setting.
- Experience working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- Master's Degree from an accredited college or university.
- Mediation certification.
- Bilingual in English-Spanish.
- Community college experience in the administration of Campus Safety and Security.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

CERTIFICATES AND LICENSURES

None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a bachelor's degree from an accredited college or university and a minimum of two (2) years of direct experience working in Campus Safety or Conflict Resolution functional areas in a college or university setting?
 - Yes
 - No
3. *Do you have experience in facilitating complaints, settling disputes, and resolving grievances and conflicts in a college or university setting?
 - Yes
 - No
4. *Do you have experience working effectively in a team environment with a customer service focus?
 - Yes
 - No
5. Do you have a master's degree from an accredited college or university?
 - Yes
 - No
6. Do you have a Mediation certification?
 - Yes
 - No
7. Are you bilingual in English-Spanish?
 - Yes
 - No
8. Do you have community college experience in the administration of Campus Safety, Security, Student Conduct or Conflict Resolution?
 - Yes
 - No
9. Do you have demonstrated experience of positive or proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
 - Yes
 - No