

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 003538
Grade 21**

SECURITY OFFICER III (SERGEANT)

DEFINITION OF CLASS:

This is first level supervisory security work, the majority of which involves serving at a security post or mobile patrol in one of several capacities. Most contacts for an employee in this class are with Security Officers and employees, contractors, or visitors to County facilities. Contacts are also maintained with higher ranking Security Officers, from whom employees receive work assignments, instructions, interpretation of written directives, regulations and laws, work priorities, and decisions about matters requiring higher level authority. Security Officers III employees routinely pass to and receive information from lower ranking members of their shift/unit primarily to assign, coordinate and monitor their work, answer questions/give guidance and instructions concerning unusual situations, provide training, and to control situations requiring security presence/assistance. Contact is also maintained with employees of other County Government agencies to report situations requiring their presence/assistance and to coordinate mutually supportive action. To a lesser degree, contacts with citizens are occasioned by security post requirements and involve responding to inquiries and/or investigating complaints about individual Security Officers and security services. Security Officers III employees often provide short-term assistance to citizens, the nature of which normally is determined by asking brief questions, and either providing them direct assistance, or referring them to another service provider.

Employees in this class serve as first-line supervisors of either a group of lower-ranking Security Officers performing routine security work, or a group of Security Officers on special assignment on an assigned shift. While employees of this class frequently perform the duties of the Security Officers they supervise, their primary responsibility is to command and control a segment of the County's security resources which provide daily, direct security services to County facilities. Employees at this level continually monitor security operations and calls for assistance/service to coordinate and prioritize security response based on available security resources and the nature of calls received. In this capacity, employees are expected to independently plan and assign daily operations for the unit they supervise often without benefit of on-site supervision from their immediate supervisor. The guidelines which cover the work performed by employees in this class are numerous and detailed, and closely followed under normal circumstances. Situations are encountered, however, which are not covered by specific guidelines and require immediate action. Under these circumstances, employees apply judgment and discretion. Based on their experience in the field and application of written directives, Security Officers III are expected to provide recommendations for changes to established policies and procedures. The complexity of this class of work is derived from daily work planning and from supervising a dispersed work force to timely and effectively provide security services and assistance. Factors considered by these employees are the nature/urgency of calls received, availability of security resources, and the safety and security of the requesting customers. Complexity is also realized by supervising and participating in the response to emergency situations (e.g., security alarms, fire alarms and access requests), which require quick, decisive and coordinated actions, tactically and otherwise, and comport with laws and department policies and procedures. Additional complexity is presented through

responding to a variety of personnel issues and supervising a large group of Security Officers whose work is covered by a collective bargaining agreement. To a lesser degree, work is complicated by reviewing and correcting incident reports, and investigating citizen complaints concerning lower-ranking Security Officers. The impact of properly performed work is directly realized by the effective daily supervision, scheduling and deployment of Security Officers who provide "hands on" security services to a segment of the community. The majority of work is normally spent in a comfortable office environment with appropriate light and temperature, where the employee makes and receives telephone calls, responds to employee and citizen requests for service, completes administrative tasks, and monitors telephones, access and alarm controls. A portion of work each day is performed outside, driving a security vehicle interspersed with periods of walking and standing. While the majority of work performed requires normal physical strength and agility, occasional situations require sudden and strenuous physical exercise from which employees become fatigued. In providing security for County Government buildings and facilities, and for the employees and public working in and utilizing them, individuals exhibiting abusive, aggressive, and/or unpredictable behavior are occasionally encountered. Security Officers III employees are expected to de-escalate such behavior, to protect facilities, to provide for the safety of workers and the public, and to call for outside assistance if necessary.

EXAMPLES OF DUTIES:

- Supervises lower ranking Security Officers to achieve unit goals and objectives. Monitors and coordinates security activity for an assigned unit on a shift; ensures response by Security Officers is reasonable, appropriate to the situation at hand, and in compliance with laws and Standard Operating Procedures.
- Directs initial security response in unusual and emergency situations until relieved by higher authority.
- Assigns work to employees based on resources available and security service needs of the customer.
- Reviews and critiques incident reports to ensure documents are clear and concise, and completed in compliance with rules, regulations and policies.
- Provides guidance and solutions to subordinate Security Officers for unusual problems/situations.
- Prepares correspondence for signature by higher authority.
- Inspects Security Officers to ensure proper maintenance and appearance of uniforms and equipment.
- Evaluates employee work performance, signs Performance Plans, and provides recommendations regarding a variety of personnel actions, e.g., transfers, promotions, increments, commendatory/disciplinary actions, etc.
- Conducts investigations regarding citizen complaints about Security Officer conduct/performance.
- Meets with higher ranking security personnel to discuss work progress/problems of unit employees, and offers solutions and alternate work methods.
- Oversees and provides recommendations concerning testing and evaluation of proposed equipment.
- Oversees the issuance of badges for access to County facilities.
- Schedules and assigns security personnel to various posts throughout the County.
- Reviews and approves daily attendance records and time sheets for assigned staff.
- Ensures that written directives, training bulletins, and related instructional documents are distributed and understood by Security Officers.
- Notifies Security Officers of court appearance dates.
- Schedules Security Officers for in-service training and other special assignments.
- Provides instruction to Security Officers I and II.

- Administers first responder medical assistance for immediate emergency medical treatment of traumatic injury, as required.
- May be assigned to a staff position, or to supervise special units, functions, services, and/or programs.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the standard practices, procedures and equipment common to maintaining building and facility security, and for providing security for workers and the public utilizing the facilities.
- Knowledge of common fire hazards, and ability to use portable fire fighting equipment.
- Knowledge of generally accepted supervisory practices and techniques.
- Skill in identifying, analyzing, and assessing emergency and/or sensitive situations quickly and objectively, determining proper course of action, and handling situations and individuals firmly, courteously and tactfully.
- Skill in the application of first aid and medical assistance appropriate for immediate emergency medical treatment; ability to acquire and maintain CPR certification.
- Ability to establish and maintain effective working relationships with Department staff and co-workers, union shop stewards, representatives of other government agencies, and the community at large.
- Ability to provide effective supervision to Security Officers I and II.
- Ability to prepare clear and concise routine reports, correspondence and performance evaluation documents.
- Ability to work with computers to communicate and use databases.
- Ability to respond quickly, calmly, and effectively to alarms, calls for service, and in emergency situations.
- Ability to work fixed posts and patrol across multiple levels and uneven surfaces.
- Ability to effectively communicate orally and in writing, to exchange information with contacts, and testify in court.
- Ability to work rotating shifts including weekends.
- Ability to attend meetings or perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Four (4) years of full-time experience equivalent to that of a Security Officer I in Montgomery County; or a combination of four (4) years of such experience equivalent to the Security Officer I and II levels.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland, and satisfactory completion of all required Department training classes.

Equivalency: None, except as provided in the Experience subparagraph above.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.
- Certification as a medical First Responder, or ability to obtain certification within the twelve month probationary period; preferably within six months of appointment to the position.

Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

Individuals appointed or promoted to this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug/Alcohol Screen.

Class Established: April, 2008

Revised: April, 2010

August, 2013

October, 2014