NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 08
Fiscal Year: 2012/2013
Posted Date: 10/09/2012
Reposted Date: N/A

ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

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<th>Item #</th>
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<td>8229</td>
<td>Manager of Museum Security Services</td>
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(Reposted to correct title)

For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Class and Comp Unit
    DHR – Client Services Unit
    DHR – Employee Relations Unit
    DHR – Recruitment and Assessment Unit
    DHR – Support Services
    Micki Callahan, DHR
    Sandra Eng, CSC
    Linda Cosico, DHR
    Maria Newport, SFERS
    E-File
Title: Manager of Museum Security Services  
Job Code: 8229

INTRODUCTION

Reporting to the Director of Museum Security Services, an incumbent in this class assists in the management of a comprehensive security program for the museum to ensure the protection, security, and safety of the building, collections, staff, and visitors; directly supervises a team of museum security supervisors; insures, through training and coaching, the adherence to policies, procedures, and best practices in the security industry; plans, coordinates, and evaluates special events security, including budget development and control; oversees the security department in the absence of the Director of Museum Security Services.

DISTINGUISHING FEATURES

The Manager of Museum Security Services assists the Director of Museum Security Services in managing and supervising the staff responsible for the protection of the museum facilities, the collections, and visitors and staff from theft, fire, injury, and other damage. The incumbent serves as second-in-command to the Director of Museum Security Services; oversees the department in his/her absence; supervises a team of Class 8228 Museum Security Supervisors, providing direction, instruction, training, evaluation, and discipline and assists the Director with managing use of the electronic security system. Additionally the incumbent is responsible for the planning and implementation of special events security, including budget development, control, and reconciliation of labor hours.

SUPERVISION EXERCISED

Supervises Class 8228 Museum Security Supervisors and subordinate museum security services staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assists the Director of Museum Security Services (MSS) in planning, directing, and managing the staff and operations of the MSS Department to provide 24 hour-a-day protection and security; coordinates security with all events, exhibits, and day-to-day operations in a manner which ensures the safety of the public and the protection of the collections; assists, advises, and guides museum departments regarding security regulations and procedures, and provides recommendations for improving security throughout the museum.

2. Directly supervises a team of Class 8228 Museum Security Supervisors; ensures, through training and guidance, their compliance with policies and procedures, and the readiness of the security staff to effectively cope with security issues and emergencies; evaluates the performance of subordinate staff; writes performance evaluations for supervisors and insures reviews for all officers are completed in a timely manner; counsels and initiates disciplinary actions as required.

3. Plans, coordinates, and evaluates special events security; develops and administers
Title: Manager of Museum Security Services  
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departmental budget in relation to Special Event planning; establishes appropriate staffing levels and oversees scheduling to meet event needs; provides estimates on security costs to user departments; tracks event budgets and reconciles through Museum Finance department.

4. Develop methods of statistical tracking and incident reporting utilizing computerized database; generates regular and customized reports as required.

5. Conducts physical security surveys, both risk- and event-based; recommends procedures to reduce risk factors; conducts discrepancy analyses and audits for retail operations; initiates investigations as appropriate, and develops procedures to reduce loss potential.

6. Oversees security equipment issuance and maintenance; manages and uses electronic security systems; recommends the enhancement or purchase of security equipment; oversees the collection and archiving of security video surveillance data.

7. Works with Visitor Services Department to administer policies and procedures relative to daily visitor access-related operations; ensures that all security personnel are trained and evaluated relative to visitor services.

8. Maintains current knowledge of security-related state and federal laws, fire protection and other pertinent safety laws and codes; security systems and technical equipment; security issues in museum field, particularly the art museum field.

9. Acts as Director of Museum Security Services, including all responsibilities, when designated.

10. Performs other related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: established rules, procedures and methods for operation of a security force; a wide range of security equipment, devices, including operating requirements, methods, and procedures; current industry standards for use of electronic security systems and related software; procedures and methods for physical security; personal detention and arrest procedures and controlling laws; crowd control techniques; methods of dealing with threats against personnel or property; investigative procedures and techniques; methods to detect criminal activity or possible criminal activity and procedures for resolving those activities; surveillance monitoring and closed-circuit television; practices and procedures needed to safeguard personnel and property, including art treasures, from possible danger or damage or criminal or terrorist activity; procedures for emergency preparedness.

Ability to: train, supervise, direct, motivate, and evaluate staff; establish and maintain cooperative and effective working relationships with a variety of representatives of public and private organizations, members of boards, foundations, commissions and support groups, organizational managers, museum staff, and the general public; establish and maintain professional contacts in museum field and community; effectively and persuasively articulate components of security program; review and evaluate complex and interrelated functions and
services; develop and manage budgets; solve and/or recommend effective solutions to a variety of complex and sensitive problems, which may require excellent negotiation and conflict resolution skills; speak clearly and effectively to individuals and groups in a manner that is appropriate to the audience in order to provide work-related information; prepare and present clear and effective written instructions, memos, correspondence and reports; troubleshoot unexpected problems.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a Bachelor’s Degree from an accredited college or university.

Experience:

Three (3) years of supervisory experience managing an operational law-enforcement unit, loss prevention program; security force or criminal investigative unit, including experience in investigations, emergency preparedness and demonstrated success in team leadership, staff supervision, and budget management. Experience in the field of protection of high-value or cultural property is highly desirable.

Substitution:

Additional experience in security operations, law enforcement or loss prevention may be substituted for the required degree on a year-for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one year.

LICENSE AND CERTIFICATION

None.

SUPPLEMENTAL INFORMATION

Working Conditions: Performance of essential functions requires regular moderate physical mobility and exertion in walking, climbing stairs, and standing; at unexpected and unscheduled times, work may require strenuous physical activity related to responding to emergencies or alarms. Work schedules include evenings, weekends, and holidays as required. Incumbent must be prepared to respond immediately to all emergencies, 24 hours-a-day.

PROMOTIVE LINES

From: 8228 Museum Security Supervisor

ORIGINATION DATE: 12/06/02
Title: Manager of Museum Security Services
Job Code: 8229

AMENDED DATE: Abolished: 11/23/10; Reestablished: xx/xx/xx

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN