

Director of Security Services (3208)
Task List 2023

Technical Security Activities

1. Approves and oversees the implementation of security programs (e.g., parking/traffic, pedestrian traffic, access control points, monitoring stations) which safeguard City buildings associated with the Department of Water and Power (DWP), critical DWP assets (e.g., vehicles, equipment, tools), City employees, and the public by working with and through subordinate staff to develop the specific criteria, such as safety standards and government regulations, that need to be met for individual sites.
2. Approves operations plans by evaluating the logistics (e.g., staffing, shifts, overtime hours, impact on Memorandum of Understanding, event duration) developed by subordinate staff for traffic activities such as public parking, private internal roadways, service access control points, and supervision of adjacent streets to ensure the safe and efficient operation of traffic flow associated with City facilities and/or special events held at/or on City property.
3. Establishes rules, regulations, policies and procedures for all security and departmental functions such as: the reporting procedures for accidents and injuries to employees, clients, patrons, and property; arrests, crime-related incidents, uses-of-force, and emergency responses; media-related activities; liaison with other agencies including local, state and federal; and complaint investigations (both services or personnel-related) by adding rules to existing departmental documents, such as the DWP Security Services Division Policies, in order to ensure the safety of the facilities, grounds, property, and personnel and the public using the facilities.
4. Confers with federal, state, and local law enforcement regarding security operations, such as VIP protection, for scheduled activities and special events (e.g., civil disobedience assemblies), unusual occurrences (e.g., criminal investigations), administrative hearings, and public demonstrations in order to ensure order and safeguard officials, City property, and the public.
5. Ensures compliance with the security operations of the City's Emergency Response Plan during emergencies and unexpected occurrences by establishing deployment levels, scheduling and assigning personnel, developing response procedures (e.g., fire, active shooter), and coordinating activities with all appropriate federal, state, and local law enforcement agencies including the Los Angeles Police Department in order to restore City operations and ensure the safety of persons and property.
6. Oversees the development and implementation of standardized training programs by working with staff to meet with line personnel, review personnel records, and

network with similar public and private agencies (e.g., LAPD, LADOT, FBI, local utility companies) to identify appropriate training topics and ensures that training provides security personnel with information to maintain an effective level of work performance, properly use equipment (e.g., batons, pepper spray, and handcuffs), and stay informed on current technological methods as well as changes in local, state, and federal mandates related to security (e.g. use of force, investigative requirements).

Administrative and Analytical Activities

7. Analyzes information such as budget reports, Requests for Proposals, legislative updates, federal regulations, emergency standards of the department (e.g., City's Emergency Response Plan, Standardized Emergency Management System (SEMS), National Information Management System (NIMS), Critical Infrastructure Protection (CIP) policies), department policies and directives, as well as in-coming daily reports including community and Council complaints, number and types of arrests, department enforcement problems, and department administrative complaints in order to summarize and present the information to management, make recommendations to management and/or line staff, and determine appropriate courses of action and/or the need for additional training of security personnel.
8. Evaluates resources necessary to provide security such as personnel, security equipment, telephones, vehicles, radios, and training based on a variety of factors including mobile or stationary assignments, type of facility being secured including its perimeters, types of enforcement required, and relevant history of crime and complaints in order to make recommendations and/or request appropriate resources.
9. Reviews reports and other correspondence related to routine operations such as patrol activities, unusual occurrences, arrests, incidents involving outside agencies or departments, and media presence in order to stay apprised of security operations and/or to take appropriate action when warranted.
10. Reviews and analyzes statistical data contained in reports such as Los Angeles Police Department crime summaries, state and national crime trends (e.g., terrorism-related data), Western Energy Coordinating Council (WECC) audits, budgetary documentation, and workforce analyses showing deployment and/or allocation of positions in order to monitor and evaluate the effectiveness of security operations, identify patterns, and/or to formulate recommendations to management.
11. Seeks information regarding technological advancements in the security field such as alarm equipment, security fencing and/or lighting, electronic access control equipment and cameras by networking with similar agencies and attending trade shows and professional conferences in order to make recommendations and/or decisions related to the respective subject matter.

12. Writes technical reports and memos such as specifications for equipment and/or personnel, operating budget for security functions, and operating policies and procedures for the related divisions in order to communicate and document operating needs to management and fiscal control personnel.
13. Writes narrative reports conveying routine as well as complex information such as personnel investigations, recommendations on changes to security operations, responses to internal and public complaints, findings related to sensitive surveillances or confidential investigations, responses for information from inter-related departments or agencies, and performance evaluations in order to provide information to management, document activities, and/or support conclusions or recommendations.

Supervisory and Personnel Management Activities

14. Directs the department's security operations on a 24-hour per-day, 7days-a-week deployment by providing personal supervision and through subordinate supervisors which may include Chief Security Officers, Principal Security Officers, Senior Security Officers, and Security Officers in order to safeguard property including the buildings and facilities owned, leased, and/or operated by the City of Los Angeles.
15. Interviews job candidates; applies the principles of Equal Employment Opportunity; listens to employee grievances and disputes to identify a fair solution based on facts; resolves conflict among subordinates by openly dealing with problems and taking corrective action; counsels employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
16. Fulfills Equal Employment Opportunity responsibilities by: maintaining a work environment that is sensitive to individual differences; ensuring that assigned personnel are made aware of advancement opportunities including training, reassignments, and promotions, performing activities such as conveying the City's Equal Employment Opportunity policy and procedures (regarding Sexual Harassment, Hazing, Domestic Violence, Workplace Violence, and so forth) to security personnel to ensure that subordinate supervisors understand their responsibilities; and taking corrective action for inappropriate employee behavior.
17. Ensures compliance with employees' Memorandum of Understanding(s) by attending Joint Labor Management (JLM) meetings with labor representatives (e.g. SEIU, IBEW) to discuss and resolve issues related to administrative and/or operational concerns including, but not limited to, employee grievances, investigations, hiring and promotional practices, and discipline.

18. Reviews and/or approves reports related to operational needs and activities such as work schedules, overtime requests, sick and vacation time usage, work performance evaluations, employee complaint investigations, and allegations regarding the City's equal employment opportunity, hazing, domestic violence, workplace violence, and sexual harassment policies in order to ensure operational efficiency, for informational purposes, and/or to take appropriate action.

Interpersonal Activities

19. Exchanges information with subordinates, line security staff, support staff, and City employees during daily operations in order to provide work instructions, explain work policies and procedures, and provide counseling, training, and discipline in order to ensure that work assignments are completed correctly.
20. Liaises with external security and law enforcement agencies on a variety of security issues such as crime trends, terrorism-related issues, requests for assistance, up-to-date security methods, reporting of crimes, and providing employee training in order to exchange information and to develop collaborative working relationships.
21. Meets with DWP management, other City entities, and outside agencies regarding issues such as security needs, deployment of security personnel, and other issues related to security in order to exchange information, resolve issues, and meet security requirements.
22. Responds to, and assumes command of, a tactical situation (e.g., bomb threat, barricade suspect) or an unusual occurrence; establishes a command post; ensures and coordinates the responses of appropriate federal, state, and local emergency personnel (i.e., Los Angeles Police Department, Los Angeles Fire Department, Department of Transportation, Department of General Services); coordinates with agencies within the Incident Command System (ICS), and assumes responsibility for the role within the Emergency Operations Center (EOC).
23. Develops an effective relationship with employee labor unions, Joint Labor Management (JLM) Committees, and department Employees Relations staff to ensure a cohesive working environment.
24. Communicates with a variety of City and outside agency personnel including management, subordinates, City officials, local, state, and federal personnel, law enforcement personnel, task force participants, prospective employees, vendors, City clients, labor representatives, community groups, and the public through email, telephone, and direct contact in order to exchange information regarding a variety of security-related activities.