



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

SECURITY GUARD SUPERVISOR

| <u>Class Title</u> | <u>Class Code</u> | <u>Pay Band</u> | <u>Alt Pay Band*</u> |
|---------------------------|-------------------|-----------------|----------------------|
| Security Guard Supervisor | M9032S | 40 | 50 |

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Guards, patrols, or monitors premises to prevent theft, violence, or infractions of rules.

Nature of Work

The Security Guard Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and patrols and inspects property to protect against fire, theft, vandalism, terrorism, and illegal activity. They protect their employer's property, enforce laws on the property, deter criminal activity, and other problems. These workers may be armed. They use various forms of telecommunications to call for assistance from police, fire, or emergency medical services. Security guards write comprehensive reports outlining their observations and activities during their assigned shift. They also may interview witnesses or victims, prepare case reports, and testify in court.

In contrast, guards assigned to mobile patrol drive or walk from one location to another and conduct security checks within an assigned area. They may detain or arrest criminal violators, answer service calls concerning criminal activity or other safety concerns, and issue traffic violation warnings. Guards maintain order and protect the institution's customers, staff, and property. Security officers protect information, products, computer codes, and defense secrets, and check the credentials of people and vehicles entering and leaving the premises.

All security officers must show good judgment and common sense, follow directions, testify accurately in court, and follow company policy and guidelines. In an emergency, they must be able to take charge and direct others to safety. In larger organizations, a security manager might oversee a group of security officers. In smaller organizations, however, a single worker may be responsible for all security.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

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- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Employees in this Role secure a highly controlled environment to ensure safeguarding of property against fire, theft, vandalism, and illegal activities.
- Employees develop and maintain security procedures manuals, process badge application and determine permissible access will be permitted; conduct background checks, and establish and maintain fire prevention and security maintenance programs.
- Employees may be responsible for performing investigations; destruction of contraband; body searches and/or conduct breath analyzer tests.

Recommended Education and Experience for Full Performance***

High School Diploma or GED. One (1) year of experience in security or law enforcement and police reporting procedures, six (6) months of which must be supervisory.

Minimum Qualifications

High School Diploma or GED.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to

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increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: N/A

Established: 04/27/2012 **Revised:**

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.