

Columbia Housing Authority
EMPLOYMENT VACANCIES

Deadline for applications for all positions: May 17, 2019

All fulltime positions include State Benefits (Health, dental, life, SCRS Retirement)

Salary: Negotiable

CHIEF OF SECURITY

Department: Security
Division: Housing Management
Reports to: Executive Director
Pay Grade: 18
Classification: Exempt

GENERAL STATEMENT OF JOB

Under occasional supervision, coordinates and monitors all security measures established to protect the safety and welfare of all housing community residents and property. Works with the Columbia Police Department to coordinate law enforcement activities. Supervises subordinate security officers.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises subordinate security officers; supervisory duties include instructing, assigning and reviewing work, planning work of others, maintaining standards, coordinating activities, and recommending employee discipline as appropriate. Reviews and evaluates the work of subordinates for adherence to policies and procedures; offers advice and assistance as necessary.

Communicates with CHA staff, Community Clubs and individual residents, and local law enforcement officers to determine security needs of the housing communities.

Works with local and state law enforcement officers to identify and resolve potential or existing criminal activities affecting CHA housing communities.

Monitors communities daily to ensure a safe and peaceful environment for residents; responds to calls for assistance from residents; checks property for security; watches for fires and any illegal activities; maintains public order; investigates alarms; enforces various codes and initiates the towing of abandoned vehicles. Periodically conducts dusk-to-dawn patrol of housing communities with Columbia Police Officers. Responds to emergency or high-risk situations, requesting police assistance as necessary.

Ensures CHA buildings and parking gates are secured each evening and opened at the appropriate time each morning.

Remains abreast of all federal and state laws, and ordinances of the city of Columbia.

Delivers eviction notices and assists Sheriff's Office personnel with physical evictions.

Reviews and/or prepares security reports, fire reports, accident reports, etc.

Remains on call 24 hours per day, seven days per week for emergencies.

Attends required periodic training sessions and seminars; maintains required level of proficiency in the use of firearms.

Operates and maintains a vehicle, telephone, handgun and restraining devices.

Interacts and communicates with various groups and individuals such as the Executive Director, other agency personnel, subordinates, law enforcement officers, emergency response personnel, medical personnel, attorneys, court personnel, and the general public.

ADDITIONAL JOB FUNCTIONS

Attends staff and community meetings as appropriate or required.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma and completion of required criminal justice training and education, supplemented by three to five years of experience in law enforcement; or any equivalent combination of

education and experience which provides the required skills, knowledge, and experience. Must possess S.C. Law Enforcement certification, and a valid state driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a vehicle, firearms and restraining devices. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are in excess of those for sedentary work; must be able to remain on feet for periods of time, stoop, kneel, crouch, lift, carry, push, pull, climb, balance, walk, run. Must be physically fit and able to defend one's self from attack or physical assault. Must be able to restrain, lift and/or carry adults of varying weights.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisor and giving assignments and/or directions to subordinates.

Language Ability: Requires ability to read a variety of law books, maps, policy and procedure manuals, etc. Requires the ability to prepare reports, records, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and in a variety of technical and/or professional languages including law enforcement.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape; and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using firearms and other special equipment; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, control knobs, buttons, switches, catches, firearms, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing in uncomfortable physical conditions and under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has proficient knowledge of the policies, procedures, and methods of the Columbia Housing Authority. Has extensive knowledge of the state and local laws, regulations, and ordinances as they pertain to the specific responsibilities of the position. Is able to provide effective supervision of subordinate security officers. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others. Is able to react quickly and calmly in emergency situations. Is able to maintain control in various situations wherein danger is present. Is able to show a

high level of discretion and flexibility in daily operations. Has knowledge of up-to-date methods of law enforcement procedures. Has considerable knowledge of firearms and other law enforcement equipment. Is skilled in the use and maintenance of firearms. Is able to offer assistance to law enforcement officers as necessary. Has knowledge of criminal behavior and methods of operation. Is able to analyze problems that arise and recommend solutions. Is able to use judgment and discretion in dealing with emergency situations, law enforcement methods and techniques, etc. Is able to observe situations analytically and objectively, to record them clearly and accurately on security reports, and to report them clearly and accurately in court as required. Is able to comprehend, interpret and apply regulations, procedures and related information. Has sufficient knowledge of city and county divisions/departments to communicate with their representatives as necessary in carrying out duties and responsibilities. Has the mathematical ability to handle required calculations accurately and quickly. Has the ability to deal courteously, yet firmly and effectively with the public in security situations. Has good organizational, technical and management skills. Has knowledge of the occupational hazards and safety precautions of the trade. Has thorough knowledge of the layout of roads and of the locations and characteristics of the various communities.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all Housing Authority departments, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the Housing Authority.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, Housing Authority policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to Housing Authority policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Housing Authority policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the organization.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual benefit. Contributes to maintaining high morale among all Housing Authority employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the organization and to project a good Housing Authority image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the organization. Emphasizes the importance of maintaining a positive image within the organization. Interacts effectively with higher management, professionals and the public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Housing Authority and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the Housing Authority regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the organization. Within constraints of organization policy, formulates appropriate strategy and tactics for achieving departmental and Housing Authority objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve the goals and objectives of the department and the Housing Authority.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Housing Authority and department matters affecting them and/or of concern to them.

Staffing: Selects and/or recommends employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Housing Authority. Personally directs the development and training of department personnel, ensuring that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Housing Authority standards, methods and procedures.

Delegating: Assigns duties to staff as necessary and/or appropriate to meet department goals, enhance staff abilities, build confidence on the job and assists staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not foster the desired result, moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and organization. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding the department and Housing Authority function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Housing Authority and continually reviews department policies to ensure that any changes in philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

Interested applicants should send a CHA application or resume to Human Resources, CHA, 1917 Harden Street, Columbia, SC 29204