

POSITION DESCRIPTION

SECURITY SUPERVISOR

Reports To: Senior Director, Facility Planning & Management

Position Status: Non-Exempt

Supervises: Security Officers

Effective Date: 5/31/22

GENERAL SUMMARY

The Security Supervisor is responsible to the Senior Director for training and ensuring appropriate coverage of security personnel. The Security Supervisor will lead and direct the day-to-day activities of the security officers as well as providing building, suite, grounds and parking control, and escort services. The Security Supervisor will manage the systems used by the officers including surveillance camera, access control and intrusion detection and document the processes necessary to use and manage the systems. The Security Supervisor must know how to handle threatening situations and be aware of irregular activity. When it comes to maintaining order, they need to use common sense and good judgment. The Security Supervisor will need to be available to work all shifts to cover vacations and sickness.

DUTIES and RESPONSIBILITIES

1. Trains and mentors security officers in security techniques and use of equipment; serves as resource person on security matters. Develops schedules to provide adequate work coverage.
2. Coordinates with the Senior Director and other Northwest Kidney Centers leaders in the development of policy and procedures for all security-related systems and issues and periodically works to update them.
3. The Security Supervisor will need to conduct assessments to make sure that the policies in place meet the needs of the Northwest Kidney Centers at all locations.
4. Informs Plant Operations of facility and equipment problems.

5. Reviews reports that security officers complete in a timely manner. Confirms that issues receive the attention they warrant and follows up with stakeholders affected by the situation.
6. Responds to emergency situations such as parking problems, alarm, disaster and patient relations problems.
7. Provides suggestions and recommendations to management to promote safety and security.
8. Acts as a liaison between Northwest Kidney Centers staff, law enforcement, and emergency response personnel.
9. Acts as the system administrator and subject matter expert for the intrusion detection system, surveillance camera system, and access control system .
10. Ability to perform the duties of the Security Officer.
11. Performs other duties as assigned.

PLANNING

The position is responsible for arranging security duties, monitoring equipment and supply usage. The Security Supervisor also plans scheduling and training of officers.

SUPERVISION and COORDINATION

The position is responsible for leading the work of security officers, developing annual goals, and providing ongoing feedback and annual feedback on their performance. The Security Supervisor maintains appropriate schedules and provides coaching and discipline when necessary.

EXTERNAL CONTACTS

This position has contacts with vendors, employees, patients and visitors.

DECISIONS

This position is responsible to the Senior Director for decision-making required to perform a variety of security duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions include: serving as a resource person on security matters and enforcing security procedures.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.

2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed outdoors, in an office environment, and clinical dialysis units. The Security Supervisor is exposed to outdoor conditions; fumes from chemicals such as acetic acid (vinegar) in the clinical units, and blood.
4. Physical activities require the ability to climb, stoop, kneel, crouch, reach, stand, walk, push, pull, grasping; talking, hearing; and repetitive motions of hands, wrists, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 20 pounds frequently.
6. The position requires visual acuity to read, work with data on a computer, and perform other duties.
7. Must have a valid Washington State driver's license, proof of insurance, and access to a vehicle for travel between units.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

EDUCATION and EXPERIENCE

The Security Supervisor should have the equivalent of high school graduate level studies. The supervisor must be able to read basic written instructions and comprehend basic verbal instructions given in English. The Security Supervisor should have a minimum of six months of security experience.¹

¹Other qualifications include involvement in appropriate professional committees and will

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL



Liz McNamara
Vice President of Patient Care Services, CNO

6/16/22

Date

Jackie Chabot

Interim VP of Human Resources

8/10/22

Date

interact with hepatitis- and HIV-positive patients following NKC recommended guidelines.