

**Position Title**: Operations Support Supervisor

**Division**: Security

**Employment Type/Status**: Full Time, exempt

**Reports to**: Chief Operating Officer

The Operations Support Supervisor is to manage a team of technicians, oversee the installation and maintenance of security systems, and ensure that all work is completed to a high standard, within budget and on schedule.

# Responsibilities:

* responsible for managing a team of security technicians, providing guidance and support, and ensuring that all work is completed to a high standard.
* overseeing the installation and maintenance of security systems, including CCTV, access control, intrusion detection, and fire alarm systems.
* Ensure that all work is completed in compliance with industry standards and regulations, such as local and state building codes and safety regulations.
* Manages project budgets and schedules, ensuring that work is completed within budget and on schedule.
* Develop and implement training programs for the security technicians, ensuring that they have the skills and knowledge necessary to complete their work to a high standard.
* Provides technical support to the security technicians, answering questions and providing guidance as needed.
* Build and maintain strong customer and vendor relationships.
* Identify problems in operations process and resolve them quickly and in a timely manner.
* Follow standard operating procedures for efficient business operations.
* Maintain clear and accurate operator document/procedures for reference purposes.
* Ensure compliance with company standards and procedures.
* Track technicians' certifications and training.
* Ensure compliance with company standards and procedures.
* Perform additional duties as determined by the Company.

**Requirements:**

* + Bachelor's Degree preferred (but not required).
  + Three (3) to Five (5) years' relevant work experience required.
  + Must hold a current DCJS registration or the ability to obtain one.
  + Proven record of honesty and integrity in all relationships.
  + Demonstrated ability to work collaboratively with others.
  + Proficiency with Microsoft Office (Word, Excel, and Outlook).
  + Excellent communication and time management skills.
  + Must be legally entitled to work in the United States.
  + May be required to provide a DMV record.
  + May be required to obtain a security clearance.

# PHYSICAL REQUIREMENTS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ACTIVITY | NOT APPLICABLE | OCCASSIONALLY | FREQUENTLY | CONSTANTLY |
| Standing |  | √ |  |  |
| Walking |  | √ |  |  |
| Sitting |  |  |  | √ |
| Reaching |  | √ |  |  |
| Crawling | √ |  |  |  |
| Climbing | √ |  |  |  |
| Bending |  | √ |  |  |
| Kneeling / Squatting |  | √ |  |  |
| Pushing / Pulling |  | √ |  |  |
| \*Lifting |  | √ |  |  |

\*May be required to lift items up to 25 pounds.

ENVIRONMENTAL CONDITIONS:

Over 75% of the time is spent working inside an environmentally controlled office, of which noise level is usually quiet to moderate. However, some outside work, including vehicle and/or air travel may be common.

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I have read and understand the above job description.

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Employee’s Signature Date