

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.

Axis Global Enterprise (AGE) is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at AGE will be based on merit, qualifications, and abilities. AGE does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.

I have read and understand the above job description.

Employee's Signature

Date