



Position Title: Service Manager

Division: Security

Employment Type/Status: Full Time, exempt

Reports to: Chief Operating Officer

The Service Manager oversees and manages the provision of security services to clients. This includes ensuring that security personnel are properly trained, that services are delivered in compliance with industry regulations and standards, and that client needs are met.

Responsibilities:

- Manage and oversee the delivery of security services.
- Ensures that all security services are delivered in compliance with industry regulations and standards, including local and state regulations, as well as any relevant industry standards and best practices.
- Responsible for managing security personnel and resources, including training, and allocating personnel and resources to meet client needs.
- Monitors and manages service delivery and performance, ensuring that services are delivered to a high standard and that any issues or concerns are addressed promptly.
- Works with clients to develop service plans that meet their needs and that align with industry regulations and standards.
- Provides guidance and support to security personnel, answering questions, providing training and guidance, and ensuring that they have the tools and resources necessary to deliver high-quality services.
- Ensures the safety and security of security personnel, clients, and members of the public who may be affected by the provision of security services.
- Ensure compliance with company standards and procedures.
- Manages and maintains budget, and invoicing of all security contracts (including accounts payable/receivables).
- Track technicians' certifications and training.
- Work closely with the Controller regarding account tracking reports.
- 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.
- Must be able to work on-site full time
- 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 (depending upon contract).
- May be required to obtain a security clearance (depending upon contract).



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.

Employee's Signature

Date