



## Position Description

<b>Position Title:</b>	Community Safety Manager	<b>Department:</b>	Community Safety
<b>Reports to:</b>	Chief Operating Officer/SVP	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to provide leadership to all security staff and manage community safety operations and activities of the Columbia Housing. The incumbent is responsible for the design and implementation of the community policing program and other community safety programs and initiatives to meet the safety needs of Columbia Housing tenants, staff and all facility operations.

All activities must support the Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Oversees the work of staff including, but not limited to, assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Directs the planning, coordinating, and evaluating of all Community Safety personnel, security and community safety policies, procedures, programs and initiatives; providing advisory services to management, staff and tenants.
- Identifies safety problem areas and recommends corrective action as appropriate; implements necessary changes.
- Acts as main liaison between CH and local law enforcement; develops and maintains positive relationships with local law enforcement.
- Develops and implements programs, initiatives and special operations to meet the specific needs of CH including community policing efforts, community safety routines, security monitoring of properties and facilities, events management, patrol and manning techniques.
- Establishes and maintains the highest level of integrity and management of law enforcement activities within the CH Community Safety Department through hiring and performance standards.
- Conducts staff training and professional development, regular performance evaluation of Community Safety Liaisons.
- Attends meetings with the COO and other management to advise on policies and procedures which have implications on safety and security in various housing communities; develops information in support of CH Community Safety Department's strategic objectives.
- Assumes direct responsibility for all emergencies affecting community safety at CH and initiates actions required for addressing such emergencies.
- Leads and facilitates debriefing and critique sessions following an emergency to evaluate emergency procedures.
- Develops data needed to support emergency preparedness planning and formulation of policies and the coordination of activities.
- Prepares and directs the preparation of recurring and special reports as required.



## Position Description

- Ensures that the operating procedures for all activities of the Community Safety Department are completely documented and that documented procedures are updated and revised as necessary.
- Manages the planning of routine operations, special projects and new improved activities; reviews and approves work plans and confers with subordinates to develop properly structured activities with clearly delineated tasks, responsibilities, reporting requirements and time frames;
- Performs other related duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies

- Extensive knowledge of the governing city, state and federal policing, public safety laws, codes, ordinances, regulations, policies, procedures and requirements.
- Extensive knowledge of law enforcement procedures, techniques and methods to detect, investigate and resolve crimes or other security and public safety-related incidents.



### **Position Description**

- Expertise in evaluating crime prevention programs and recommending changes to reduce opportunities for theft, assaults, illegal entry and other kinds of violations.
- Knowledge of specialized operating requirements, methods and procedures for safeguarding government buildings, enforcing personnel access controls, protecting and preventing unauthorized access to certain areas, detaining violators who attempt to resist, subduing violent individuals, and other situations requiring special training and experience.
- Knowledge of and experience with firearm safety and proper usage.
- Highly skilled in oral and written communication.
- Ability to provide managerial and supervisory leadership.

### **Education and/or Experience**

Bachelor's degree from an accredited college or university with emphasis in public safety, criminal justice, or other related field; and at least seven (7) years of experience, including at least two years' senior-level law enforcement management experience (preferably) in public housing, affordable housing, and/or real estate redevelopment environment. Must be certified as a police officer and possess the required federal and state licenses or permits to carry a firearm. Must have the ability to pass a physical fitness assessment. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes working inside and outside walking on foot patrols; and regularly involves high risks with exposure to potentially dangerous situations or unusual environmental stress which requires a range of safety and other precautions. While performing the outside duties of this position, the employee



**Position Description**

is regularly exposed to outside weather conditions. The work environment may include violent, angry, distraught or irrational individuals, who pose a threat to the employee and/or other individuals present. The work may be in a high crime area where the public has easy access and officers must patrol in locations where persons may be armed while attempting vandalism, narcotics transactions, or other offenses. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**