

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(CORPORATE FACILITIES & ENERGY MANAGEMENT – LOCATION – 64 MELROSE AVE NORTH , TIM HORTONS FIELD)

CORPORATE SECURITY SPECIALIST – OPERATIONS & INVESTIGATIONS

SUMMARY OF DUTIES

Reporting to the Manager, Corporate Safety & Security, this position is accountable for the delivery of the City's uniformed security guard services program through high quality, customer focused security services in an proactive and professional manner that will be demonstrated through annual work plan delivery and benchmark reporting.

This position will also be accountable for Investigations lead by Corporate Safety & Security and where Corporate Safety & Security are supporting other lead authorities such as Human Resources, law enforcement and other agencies under the authority of Canadian law, including the collection and preservation of evidence documentation and processing of information, and where required, attending Canadian court matters under subpoena or as witness to matters before the court.

This role requires working with all Divisions and Departments to ensure all security requirements are carried out.

This position will handle sensitive and confidential and personal information as well as access to restricted areas and will require passing a police background check with ongoing validation as required.

GENERAL DUTIES

Work closely with the staff Corporate Security Advisory Committee to conceptualize, illustrate, develop, implement and continuously renew an overall strategy (Corporate Security Management Plan) that demonstrates the various processes and resources needed to understand and address potential risks to City operations, create service delivery standards and report on industry standard benchmarking indicators.

Act as the City's lead and take command of security related matters and operational response that require an internal Corporate Safety & Security escalation from day to day security guard operations, including acting as a primary liaison to external emergency service partners (i.e. Police, Fire, Paramedics) during incident response management.

In conjunction with the Corporate Safety & Security Planning team, develop, implement, monitor, update and track policies and procedures to address security incidents and protocols.

Investigate action, follow up and report on security incidents and security reports to mitigate security risks.

Assess and implement action plans to mitigate security risks.

Ensure consistency and standardization by liaising with all City departments to communicate security processes and procedures as well as support security projects, initiatives and problem solving related to security. Direct staff in identifying, developing, implementing, and maintaining security processes, practices, and policies throughout the City of Hamilton to reduce risks, respond to incidents, and limit exposure and liability in all areas of physical, personal, operational and reputational risk.

In conjunction with the Corporate Safety & Security Planning team, support training, testing and evaluating organizational readiness in the event of security related events.

Build relationships with Hamilton Police Services and other relevant security related agencies/community organizations to establish City's presence through-out City facilities and properties.

Interface with senior leadership and City Council on industry trends, best in class strategies, security strategic planning and other security related matters including benchmark reporting.

Oversee and manage outsourced security guard service contracts under the responsibility of Corporate Safety & Security.

In conjunction with the Corporate Safety & Security Planning team, develop and provide training plans, programs, procedures, and exercises to establish baseline organizational responses.

Ensure proper risk management principles are employed when considering legal liability, exposure and court action issues involving the City.

Play the appropriate role in the disaster recovery procedures and contingency as it relates to CoH facilities and corporate accommodation needs. Member of the ECG (Emergency Control Group) and Enterprise Risk Management.

Participates in formulating the annual capital and operating budget for Corporate Safety & Security.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety and all other applicable legislation pertaining to security.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton Corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Performs other duties as assigned that are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in the delivery of municipal services acquired by obtaining a university degree in Criminal Justice, Computer Science (or another related area), Law, Business Administration, Security Management, Information Systems Management, a related field from a recognized university, or a combination of education and related work experience.
2. Professional Certifications in related fields (such as PMP, CSPM, CPP, PSP, etc.) are considered an asset. (certified project management professional, certified security project manager, certified protection professional, physical security professional.)
3. Must have considerable experience in corporate security or a related public sector organization that demonstrates experience and exposure in large scale corporate security environment dealing with security-related issues.
4. Demonstrated knowledge/understanding of political, citizen, and business perspectives in service delivery models combined with demonstrated ability to coordinate initiatives, manage projects, and meet tight timelines.
5. Must be self-motivating and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
6. Must have an understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities, including knowledge of the Municipal Act.
7. Ability to exercise appropriate judgement and discretion dealing with confidential, sensitive and/or potentially controversial information, ability to interact with staff and other outside entities in a professional, tactful and courteous manner.

8. Demonstrated effective management, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adapt quickly to change.
9. Extensive experience and ability to influence or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
10. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed project management skills.
11. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
12. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.