

## JOB DESCRIPTION

BCGEU

1. Position No. 81974	2. Descriptive Working Title Operations Security Coordinator		3. Present Classification CL4
4. Department Lower Mainland - Directly Managed	5. Branch/Section Operations	6. Work Location Hybrid – Site Central	Date May 2022
7. Position No. of Supervisor 81164	8. Descriptive Work Title of Supervisor Director Facilities Maintenance		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Director, Facilities Maintenance, the Security Coordinator is responsible for the coordination of the security services delivered on the səmiqʷəʔelə (Riverview Lands), Lower Mainland Directly Managed (LMDM) properties, and various development sites to ensure the safety of all sites and tenants. He/She/They ensures the security service provider adheres to contract provisions, reviews all security reports, and follows up with the Maintenance Manager or Facilities Coordinator on any actions required. The position receives and manages requests from various Branches and LMDM managers, liaising with the provider to deliver security services as requested.

11. Duties:
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1. Assists the Director with coordinating and delivering security services for Riverview Lands, LMDM properties and other development sites as required. Ensures the service provider conducts security services in adherence to terms and conditions outlined in the contracts. Participates in the development of a comprehensive plan for managing security services pertaining to Riverview and LMDM properties.
2. Works closely with the Maintenance Manager in relation to any issues relayed on security reports that request for follow-up maintenance for LMDM properties. Notifies Maintenance Manager of any critical issues in a timely manner to ensure safety and security of tenants. Ensures appropriate work orders are issued and liaises with the Maintenance Supervisors in arranging for services. Reviews the quality of work performed and provides feedback to the Maintenance Supervisors.
3. Works closely with the Facilities Coordinator in relation to any security requests that are additional to the 24/7 security services on Riverview Lands. Coordinates security services to ensure the property and grounds are secure. Prepares reports and proactively recommends opportunities to improve efficiencies in managing the security services on the Riverview Lands.
4. Manages security requests received from LMDM Regional Operations Managers and or Property Portfolio Managers. Coordinates and liaises with the service provider to ensure security services are delivered as requested, addressing any concerns raised with service delivery and or performance.
5. Performs contract administration and oversight of the Riverview Site Security Contract and Provincial Security Services contract for LMDM properties. Provides technical specifications to the Procurement Contracts Manager or Supply Chain Services for developing proposal and contracting documents. Participates in the Request for Proposal (RFP) and evaluation process for contractors and consultants related to Security Services contracts. Ensures service requests are charged to the correct cost centres for the respective site.
6. Acts as first point of contact and liaises with BC Housing staff, contractors, consultants, municipal officials and other stakeholders, providing information and resolving inquiries regarding security services related matters on Riverview Lands and LMDM properties.
7. Collaborates with the Communications branch to inform tenants and the public of security management issues.
8. Works closely with Real Estate Services regarding new leases, lease renewals, tenant disputes, lease infractions, tenant move-ins and move-outs that may require security services.

9. Assists the Film & Special Events Manager in coordinating any additional security services for film productions. Coordinates and assists with special security requests, including parking issues on site.
10. Works closely with Development & Asset Strategies staff in coordinating, planning and monitoring security related activities, including security services on redevelopment sites, as well as all site security protocols such as traffic management. Participates in meetings and provides input on overall site security concerns as required.
11. Works with law enforcement regarding ongoing issues and concerns (i.e. vandalism, break and enter, speeding on site) to ensure all premises remain secure.
12. Performs the role of Fire Safety Director for the Riverview site in the absence of the Facilities Coordinator, Riverview Lands, ensuring adherence to local and provincial regulations and codes. Ensures all fire and safety plans for each building is up to date. Acts as a back-up resource for the Facilities Coordinator in the Provincial Emergency Response process, assisting in the distribution of supplies as required.
13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. 81974	2. Descriptive Working Title Operations Security Coordinator	3. Present Classification CL4
4. Education, Training and Experience		

Diploma in business administration or other related field.

Considerable experience in the security services industry, and liaising with law enforcement personnel on matters relating to trespassing, break and enters, property damage, and coordinating police files and evidence, for the possibility of potential prosecution, or property damage insurance claims.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities
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**Core Competencies:**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Considerable knowledge of security and intruder alarm systems operations

Sound knowledge of the philosophies, principles and practices associated with the security services industry

Sound knowledge of security service interaction with law enforcement personnel

Sound knowledge of contracting practices within the security services industry

Sound knowledge of occupational health and safety regulations and practices

Ability to oversee security services operations over a large geographical area as well as on a large singular site

Ability to review, understand and interpret security service contracts, commercial leases and licenses, as well as take action to ensure adherence to contract provisions

Ability to manage the implementation of security related activities, analyse and solve issues and make effective decisions

Ability to build, facilitate and maintain effective relationships within BC Housing and with a variety of stakeholders including consultants, contractors, sponsors, municipal/provincial government officials and tenants

Strong leadership, communication, and interpersonal skills

Strong consultative, facilitation, negotiation, conflict resolution, problem solving and consensus building skills

Proficient in the use of Microsoft Office computer applications

6. Occupational Certification
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Criminal Record Check is required.