



Protective Services Manager

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution
109	Exempt	1 – Officials/Administrators	Non-Represented	11	REV 9/13	1046

DEFINITION: Under general direction; plans, organizes, directs, manages, and oversees comprehensive security services; and transit enforcement programs to ensure the safety and security of District employees and riders. The individual in this position fosters collaboration among District and contracted services personnel working on security and related issues, and collaborates with outside agencies and public and private groups, as required. Additionally, serves as the District’s incident commander during emergencies.

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Plans, directs, coordinates, and evaluates protective services and emergency preparedness functions for the District, including developing and implementing goals, objectives, policies, procedures, work plans, budgets, and strategies.
- Prepares and implements written transit enforcement procedures. Updates and revises required security plans as needed.
- Prepares, recommends, and implements strategic plans to meet the District's current and long-range transit enforcement and emergency preparedness needs.
- Acts as the primary liaison between the District and law enforcement agencies within the District's boundaries; including Police and Sheriff departments, courts, District Attorneys, and probation departments. Provides policy guidance and interpretation to staff and contract personnel, and works directly with agency representatives to ensure policy, procedure, legal and contractual requirements are met.
- Represents the Department and the District in meetings with members of boards and commissions, various federal and state governmental agencies, local law enforcement agencies, and a variety of public and private organizations.
- Maintains responsibility for the hiring, training, supervision, review, and discipline of subordinate staff in accordance with District policy.
- Conducts research, periodic studies, and surveys of District facilities; and provides detailed analyses with recommendations for procedural or policy changes designed to minimize or eliminate security risks and safety liability.
- Oversees and participates in the development and administration of the department budget for areas of responsibility which involve the forecasting of staffing, equipment, materials and supplies; and approves expenditures, and implements budgetary adjustments as appropriate.
- Reviews video surveillance data packs from District revenue vehicles and various District facilities, determines the suitability of information for use in criminal prosecution, and monitors the performance and maintenance of surveillance equipment.
- Prioritizes and allocates available resources; reviews and evaluates program and service delivery, makes recommendations for improvement, and ensures maximum effective service provision.
- Monitors changes in laws, court decisions, regulations and technology that may affect departmental operations; recommends and/or implements policy, procedural, and operational changes, as required.



Protective Services Manager

- Manages the District's parking enforcement activities.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: The principles and practices of security management and law enforcement; NIMS/SEMS and ICS procedures; supervision; leadership, and techniques for training, team building, and motivation; modern office practices and procedures including the use of computers and commonly used software for word processing and spreadsheets; effective protective services programs and techniques for the safeguarding of lives and property in both routine and emergency situations; arrest and detention procedures and techniques; federal and state laws regarding search, seizure, and evidence; the personal and civil rights of persons in and out of custody; and techniques for the safe and effective use of police equipment and tools including communication, photographic, and video surveillance and recording equipment.

Ability To: Plan and manage the activities and procedures of a protective services program; establish and monitor Critical Business Outcomes for the department, and effectively supervise and motivate District and contract staff to accomplish them; organize and manage multiple work activities simultaneously; develop, implement, and interpret policies and procedures related to protective services; keep abreast of current protective services programs and technologies related to transit, facilities, and public safety in general; effectively use computers and current software to carry out functions; develop a department budget and monitor expenditures; communicate effectively both orally and in writing; and establish and maintain effective relationships with those contacted in the course of work using principles of excellent customer service.

Education: A Bachelor's degree from an accredited college or university in Criminal Justice, Criminology, Business Administration, Public Administration, or a related field.

Experience: Fifteen (15) years professional experience in transit law enforcement, or comparable experience.

License Requirements: 1) Must possess, or obtain and maintain a valid California Class C Driver License and meet the District's driving standards. (2) Must possess a California Police Officer Standard Training Supervisory Certificate. If not a California resident, must possess a valid out-of-state equivalent, and be able to obtain a California Certificate if selected (California Penal Code, Section 832.3).

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting and operate computers, keyboards, and other peripheral equipment. (2) Must possess the mobility necessary to travel within the AC Transit District to perform the duties of the job, including entering and exiting cars, buses, facilities and restricted spaces.

Established 3/86. Revised 10/03, 2/07, 2/12, and 9/13

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