

VALLEY ELECTRIC ASSOCIATION, INC.

JOB DESCRIPTION

I. IDENTIFICATION

- A. Title: **Director of Security**
- B. Department: Operations
- C. Reports To: Manager of Support Services
- D. Must live within thirty minutes of the reporting location.

II. OBJECTIVES

This position works under the general supervision of the Manager of Support Services who reviews work through daily observation of assigned tasks, records, and customer/vendor feedback. Supervises and administers the security and claims investigation program; supervises and conducts investigations of claims filed by, or against, the VEA and makes or prepares recommendations for settlement; and coordinates private security service operations for all VEA facilities and equipment. Supervise all aspects and personnel of Valley Electric Association's Security Services. Research, understand and comply with all Federal, State, and Local laws and regulations pertaining to security.

III. KEY RESPONSIBILITIES AND DUTIES

- a. Incumbent is responsible for supervising and/or conducting claims investigations for the VEA.
- b. Coordinates all security services provided to VEA, including security guard and alarm services for VEA facilities, advises in purchase and installation of security personnel and equipment in on-going VEA projects and any other security activities, as required.
- c. Facilitate, submit and track security clearance and badges for contracted military affiliations.
- d. Manage process for obtaining and maintaining facilities clearance for the Cooperative.
- e. Distribute, track, and collect security-related Cooperative property for employees, including fobs, keys, and other company property and equipment as necessary.
- f. Establish and maintain employee, contractor and visitor company identification badge system. Review technologies for future upgrades to site security.
- g. Develop and implement a visitor program; create a central location to register visitors, provide badges, and gather information to facilitate visitor access into secured areas.
- h. Assist with security components of CIP compliance program, such as personnel risk assessments, granting and revoking access, and physical access controls. Perform background checks for CIP compliance.

- i. Security incident reporting; Gather data and reports from internal departments and external agencies regarding security related incidents. Create comprehensive documentation and reports as needed.
- j. Schedule and coordinate security for all Cooperative events and activities, including coordinating with contracted security personnel.
- k. Assist with planning and completion of special projects and events as delegated.
- l. Evaluate existing VEA security level, security programs and methods to determine program value and recommend improvements.
- m. Must be available after hours to respond to questions regarding security, claims and investigation activities or emergency situations, and perform work within the scope of responsibilities.
- n. Give technical assistance to all departments on specific security issues.
- o. Read, understand and follow all applicable safety rules and conduct all work within those accepted safety standards. Eliminate security hazards from the work area.
- p. Handle assignments and conduct oneself in such a manner as will reflect positively on the Cooperative and contribute to an increasingly better understanding with the members, general public, and suppliers to achieve harmonious relations.
- q. Provide assistance and/or backup in other positions upon request of Manager.

This job description in no way implies that the duties and responsibilities listed herein are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as instructed by the manager and/or supervisor, including security/safety training for employees, i.e. active shooter and emergency evacuation training.

IV. AUTHORITIES AND ACCOUNTABILITY

- a. Initiate and investigate theft of company property.
- b. Assigns, coordinates or investigates damage claims filed against the VEA and claims for damage loss including energy theft and “skip tracing.”
- c. The Director of Security shall have full authority to carry out the responsibilities and duties of this position in conformity with established policies and procedures.
- d. The Director of Security is accountable to the management of the Cooperative for the efficient performance of these responsibilities and that, although some of these responsibilities may be assigned to another person, the accountability for the successful completion of these responsibilities shall remain with the Director of Security.

- e. Coordinates or conducts interviews or corresponds with claimant(s) and witnesses; consults police and hospital records and inspects property to determine extent of damage or liability.
- f. Coordinates, assigns, or investigates to assess damages to properties; negotiates and makes recommendations on claim settlements, and collects, prepares and preserves evidence
- g. The Director of Security is required to use initiative and judgment in making decisions, remembering that the Cooperative's best interest will be affected.
- h. Cooperates and coordinates investigations with law enforcement agencies in cases involving civil and/or criminal matters.
- i. The Director of Security will be expected to make suggestions for the improvement of operations and efficiency.
- j. The Security Director shall secure the approval of the Manager of Support Services or Executive Vice President of Operations in making decisions when policies are not clear or require interpretation.

V. RELATIONSHIPS

This position will communicate, collaborate, and cooperate with colleagues, customers, and vendors.

Inside the organization:

- a. The position reports directly to the Manager of Support Services, with additional reporting responsibilities the Executive Vice President of Operations.
- b. This position interacts daily with the Supervisor of Security under contract to VEA.

Outside the organization:

- a. Members/Consumers
- b. Officials and Representatives: Federal, State, and County governmental Agencies

VI. SPECIFICATIONS

Education: High school diploma and Associates degree in criminal justice or equivalent, or a combination of experience and education that would satisfy the requirements of this position. Experience in law enforcement highly preferred.

Experience: Five years of experience in the same or similar position, and/or experience sufficient to manage and direct all aspects of the Cooperative's security, assets and personnel.

Knowledge: Must be proficient in and possess a Medic First Aid Card (CPR inclusive). Modern investigative and reporting methods; VEA operating methods, procedures and legal policies; descriptive writing; interviewing techniques and report preparation; photography equipment and research methodology management.

Language Skills: Must have the ability to read and comprehend complex instructions, technical drawings, specifications and related information. Ability to communicate effectively with consumers and employees.

Mathematical Skills: Must have the ability to perform business math, such as percentages and fractions, to analyze plans and diagrams using units of weight measurement, volume, and distance.

Reasoning Ability: Must have the ability to apply common-sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have the ability to deal with problems involving several tangible variables in standardized situations.

Other Skills and Abilities: Manage, plan, organize and coordinate the security of facilities, equipment and supplies; read, analyze, and interpret motor vehicle codes, law enforcement reports, legal documents, professional journals, technical procedures, or governmental regulations; maintain effective relations with agency representatives, customers and the general public; interview and correspond effectively with claimants and witnesses; investigate property and damage claims; evaluate and recommend settlements; assists in administering the VEA Policies and Procedures; supervise, direct and coordinate staff assignments; prepare recommendations for budget approval; work with mathematical concepts such as statistics and fundamentals of algebra and geometry; operate information gathering equipment to assist with investigations; operate computer and use appropriate software applications; and work courteously and cooperatively with employees, agencies representatives, civil and criminal courts, collection agencies, medical care providers, law enforcement agencies, insurance representatives and the general public; propose security standards and investigation procedures used within VEA.

Must have the ability to be flexible, organized, decisive, and able to take the initiative in common-sense understanding to carry out problem-solving in standardized situations. Must have the ability to use Microsoft Windows and the ability to navigate in a web browser. Must have the ability to deal with co-workers and customers in a courteous and professional manner. Must have an adequate range of tools for successful completion of duties assigned. Gain and enhance supervisory skills through classes and training courses.

Working Conditions/Work Environment: Regular travel within the service area is required. Must be willing and able to accept duty calls at any time of the day or night and in various outside weather conditions.

Physical and Mental Requirements: Must have the ability to perform the duties of this job, the employee must have the ability and is regularly required to stand; walk; sit; use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms, climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. Employee must have the ability to occasionally lift and/or move up to 50 pounds. Must have the ability to have close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

Accepted by Date:

Employee

Date:

Supervisor