

## **SECURITY OPERATIONS MANAGER**

### **Position Overview**

The Transbay Joint Powers Authority (TJPA) is seeking a dynamic leader with extensive experience in security management. The Security Operations Manager (SOM) will be an integral part of the management team overseeing the prestigious Transit Center, a multibillion-dollar transportation hub in the heart of downtown San Francisco.

The SOM will report to the Chief Security Officer (CSO) and assist in overseeing the security program and security staff, with a significant focus on emergency preparedness and response. The role also includes ensuring business continuity and operations at the Transit Center and its related facilities, encompassing connections to nearby offices and residential towers.

### **Position Functions and Responsibilities:**

- Provide daily operational oversight of the TJPA contracted security field operations team, including coordinating security operations and emergency response in close coordination with the CSO and Physical Security Manager (PSM).
- Develop and deliver TJPA's site specific security training in close coordination with the CSO.
- Assist the CSO and PSM in developing and managing response procedures, security standards, policies & procedures, staffing plans, and post orders.
- Maintain contracted security personnel training records and prepare monthly compliance reports for the CSO.
- Ensure incident reporting and tracking of security metrics.
- Conduct daily perimeter audits and provide weekly results to the CSO.
- Review daily incident reports and log entries; take necessary action and submit follow-up reports to the CSO.
- Investigate incidents involving contracted security personnel and prepare necessary reports for the CSO.
- Develop crime prevention strategies to mitigate thefts and vandalism in close coordination with the CSO and PSM.
- Perform weekly penetration tests on the access controls to identify vulnerabilities.
- Conduct periodic Special Emphasis inspections to ensure compliance with safety and security policies.
- Assist the CSO with maintaining security-related relationships with public- and private-sector counterparts at TJPA's partner transit agencies and adjacent stakeholders.
- Assist the CSO with participation in appropriate counter-terrorism information sharing, awareness, and response programs with city, state, and federal law enforcement and security services.
- In the absence of the CSO, represent the TJPA in city, county, and regional security working groups and organizations and serve as the primary contact for law enforcement and emergency response agencies, transit agencies, regulatory agencies, and state and federal agencies, including the Joint Terrorism Task Force.
- Other duties as assigned.

**Minimum Qualifications:**

- Degree or course of study in criminal justice, security management, transportation, or a related field or five (5) years in a position involving the duties described above. Other applicable fields, such as computer science, transportation, or law enforcement will also be considered.
- Five (5) years of supervisory experience in security, with experience as a supervisor having direct oversight of and responsibility for security personnel.
- Excellent verbal and written communication skills.
- Demonstrated competency with security operations management.
- Ability to work under pressure while maintaining a professional and diplomatic attitude and work environment.
- Ability to effectively communicate with all levels of the organization, including briefing executive management and governance board committees.
- Demonstrated understanding of the impact and sensitivity of security issues.

**Desired Skills, Abilities and Qualifications:**

- Member of a security industry association, such as ASIS International, Building Owners and Managers Association International, or National Fire Protection Association.
- Contract security, law enforcement, government, or military experience.

**To be successful as an employee of the TJPA you will also:**

- Have a passion for our mission
- Be an innovative and creative thinker
- Have a very high level of personal and professional integrity and trustworthiness
- Have a strong work ethic
- Work well independently as well as part of a team
- Thrive in a fast-paced environment

**Compensation**

Salary is negotiable dependent upon qualifications and experience. The pay range for this position is \$89,440.00 - \$135,200.00. A comprehensive benefits package includes medical, dental, vision, life insurance, CalPERS retirement plan, 12 days per year vacation, 10 holidays, 12 days per year sick leave, and up to 5 days per year administrative leave.

**Application Process**

Send a cover letter and resume via e-mail to Nila Gonzales, [ngonzales@tjpa.org](mailto:ngonzales@tjpa.org), or via mail to 425 Mission Street, Suite 250, San Francisco, CA 94105. The successful candidate will be required to pass a background and credit check.

**Equal Employment Opportunity**

The TJPA is an equal opportunity employer, and we value workplace diversity. We invite resumes from all interested parties, including minorities, women, veterans, and persons with disabilities.

More information about the TJPA can be found at [www.tjpa.org](http://www.tjpa.org)