



Code: 6335
Family: Facilities
Service: Operation and Construction
Group: Engineering, Designing and Structural
Series: Collective Bargaining

CLASS TITLE: SUPERVISING WATCHMAN

CHARACTERISTICS OF THE CLASS

Under supervision, position performs a combination of supervisory and administrative duties, working in the field or in the office overseeing staff and performing duties relating to maintaining the security and safety of facilities managed by the Department of Fleet and Facility Management (2FM), and performs related duties as required

Positions rotate between assignments in the field and desk duty monitoring security alarm and camera video security systems

ESSENTIAL DUTIES

- Monitors security alarm or camera/video systems from a central location (i.e., Incident Center at OEMC), responding to activated security alarms or viewing security cameras installed at facilities throughout the City (i.e., auto pounds, library branches)
- Notifies personnel including 911-Police and Supervising Watchman in the field of activated alarms for investigation of unauthorized entry and deactivation of alarms
- Prepares weekly work schedules and monitors daily attendance to ensure proper staffing and adequate security coverage of facilities
- Receives scheduled calls from Watchmen reporting in from their locations and calls from city personnel reporting security and safety incidents and initiates appropriate level of response
- Conducts inspection rounds to ensure Watchman are at assigned locations, in uniform and following security procedures to protect premises from unauthorized entry and vandalism
- Drives a city vehicle to scheduled field sites not equipped with alarm or security camera systems and performs security checks including checking that exterior lighting is in working order and no forced entry
- Prepares field reports documenting inspections, safety or security violations or other incidents during assigned shift; positions assigned to desk duty data enter information from reports into database and generate reports
- Addresses and resolves employee performance issues; initiates disciplinary actions as required; reviews injury on duty forms; and approves time off and edit sheets
- Activates and programs access key cards with approved entrance to specific facilities; performs routine maintenance on alarm and camera systems; maintains police report files and performs related administrative duties in the office to support security operations

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of work experience in performing security or watchman duties

Licensure, Certification, or Other Qualifications

- A valid State of Illinois Driver's License is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Communication equipment (e.g., two-way radio, pager system)
- Flashlight, safety vest, rain gear

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time
- Ability to climb staircases

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- safety and security practices related to building and property
- Microsoft Office Suite (Word, Outlook, Excel)
- basic computer operations relating to security alarm and security camera systems

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2013