

Job Description

Job title: Public Safety Director

Reports To: General Manager

Department: Renasant Convention Center and Cannon Center

Supervises: TBD

FLSA Status: Full-Time Salaried; Exempt

Position Summary: This position is responsible for developing, implementing, and managing all aspects of the public safety and transportation and safeguarding all property of Renasant Convention Center and Cannon Center for the Performing Arts. The position plans, develops, recommends and implements systems, equipment and training programs to provide for the safety and security of clients, visitors and staff. Responsible for coordinating with various individuals and entities to ensure the efficient management of the venues' traffic and strategic transportation initiatives. Evaluates security and life safety systems, all applicable prevention plans, equipment and operations of the facility. Works closely with federal, state and local law enforcement agencies and other coordinating agencies to ensure public safety and effective security protocols including sheltering, and emergency preparedness programs for the venues. Oversees and is responsible for the management and administration of approximately 20 full and part time employees, involved in the securing of property from pre to post event and securing the venues 24 hours a day, seven days a week.

Duties and Responsibilities

- Responsible for the overall development of public safety personnel through leadership, training, coaching, and mentoring.
- Responsible for the oversight, management, and delivery of training curriculum for Public Safety Shift Supervisors, Public Safety Officers, and Transportation Agents (Full & Part Time) and to assess and evaluate the effectiveness of training programs.
- In consultation with Human Resources, recommends hiring of department staff, and disciplines staff when violations of law, policy, rules and/or procedures are present.
- Administers all public safety related policies, rules and procedures, and directs subordinates in carrying out day-to-day public safety related duties. This includes but is not limited to the Memphis Management Group's Code of Conduct and its companion document
- Oversee day to day operations of parking garage operations

Safety/Security:

- Plans, develops, organizes, implements, directs and evaluates the Public Safety and security needs of the venues.
- Establishes the appropriate levels of security for the venues and ensures all applicable security protocols are being enforced.
- Continually reviews and updates emergency plans and public safety/security policies and procedures on an ongoing proactive basis.



- Responsible for evaluating and recommending all electronic security & safety systems for the venues which will enhance the overall quality and efficiency of security & safety technology programs.
- Remains current on issues regarding changes to technology and laws, ordinances, rules and /or procedures affecting the public safety/security industry to ensure compliance and the safety and security of staff, guests, and attendees.
- Maintains working knowledge of all event related security contracts, approves event security staffing and cost estimates for show management and exhibitors and performs billing reviews.
- Responds to and/or assists subordinates in responding to emergency calls for service and acts as the venues' Incident Commander when applicable.
- Conducts internal investigations when necessary and documents findings.

Emergency Preparedness

- Engages in and is responsible for all emergency preparedness efforts, directing the entire public safety department and the venues in the creation, training and exercise of emergency and life safety plans, procedures and protocols.
- Ensures that the framework of national incident management system (NIMS) including Incident Command System (ICS) is being utilized during any emergency response on behalf of the Renasant Convention Center and Cannon Center.

Risk Assessment

- Conducts threat/risk assessments of the venues to determine the vulnerabilities of internal as well as external threats and potential for losses.
- Responsible for the ongoing intelligence collection, threat vulnerability assessment, and/or any like methods required to protect the venues from a range of threats.

Operations

- Prepares and monitors the Public Safety Capital & Operating budgets and forecasts needs and ensures compliance with organizational expenditures.

External Relations

- Acts as the venues' liaison with federal, state and local law enforcement agencies, fire, EMS and civil defense agencies in order to coordinate operations, detect and deter crime and terrorism, and in order to prepare for and respond to emergencies at the venues.
- Develops a working relationship with surrounding communities and facilities to respond effectively to emergencies which may from time to time impact the venues.
- Represents the venues with all public safety and security industry organizations, addresses community issues and attendees' relevant meetings as appropriate.

SUPERVISORY RESPONSIBILITIES:

Directly manages and supervises all Public Safety Staff to include: Parking Manager, Public Safety Shift Supervisors, Public Safety Officers (full-time and part-time). Carries out supervisory responsibilities in



accordance with MMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

Bachelor's degree in Criminal Justice or related field and 6/10 years of experience at a management level; significant experience in public safety; established, extensive positive working relationships with all federal, state, and local law enforcement, public safety, and emergency medical personnel is highly desirable.

- Must have a strong understanding of the Department of Homeland Security (DHS) National Incident Management System (NIMS) and demonstrate successful completion of Incident Command System Classes (ICS) 100/200/300.
- CPR; SIRA; AED; First Aid Certified; Convention Hospitality and/or Hotel industry experience would be helpful but not required;
- Must be a well-organized individual who is a team player and can relate to people at all levels of an organization;
- Proven participation or membership in industry organizations such as but not limited to ASIS, ESCA, IAVM, IAEE and PCMA would be helpful but not required

SKILLS AND ABILITIES:

- Extensive management level experience in the public safety and security areas.
- Understand, interpret, explain and apply federal, state and local laws and regulations governing the conduct that affect security operations.
- Evaluate, develop and implement management systems, policies and controls.
- Exercise sound and expert independent judgement within general policy guidelines.
- Establish and maintain effective working relationships with the local government entities, clients and staff.
- Knowledge of modern security and safety procedures, policies, standard operating procedures and methods.
- Knowledge in planning and coordination of security and safety investigations.
- Knowledge of the principles and practices of management and supervision.
- Knowledge of the convention, meeting, special events, exhibition and trade show industry.
- Ability to define problems, collect data, establishes facts and draw valid conclusions, within seconds, if needed, during extreme emergency situations.



- Ability to demonstrate emotional stability during periods of tension and stress while carrying out assigned duties.
- Ability to recognize emergency situations and direct prompt and effective corrective measures.
- Ability to express ideas and communicate effectively, both orally and in writing.
- Possess excellent interpersonal, communication, written, customer service and problem-solving skills, in dealing with guests, clients, employees, contractors and external organizations.
- Is flexible and committed to excellence in customer service.
- Develop, augment, implement and maintain industry best practices, rules, policies and procedures.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, Outlook and be internet proficient.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid driver's license required.

PHYSICAL DEMANDS:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Director of Public Safety Job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the Director of Public Safety Job.

While performing the responsibilities of the Director of Public Safety Job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. This position will require a considerable amount of walking, climbing, stooping, and possibly heavy lifting. This position requires work in both indoor and outdoor settings. It also may be subjected to adverse condition, including physical contact from hostile individuals.

WORKING CONDITIONS:

While performing the responsibilities of the Director of Public Safety Job, these work environment characteristics are representative of the environment the Director of Public Safety will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the Director of Public Safety.

The Director of Public Safety works both, in an office setting with minimal adverse exposure to environmental hazards, and in indoor and outdoor work settings with mild adverse exposure to environmental hazards. The incumbent must be able to climb stairs and ladders and walk long distances to access all areas of the facility. The noise level in the work environment is usually mild to loud.



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