



# Surveillance Operations Supervisor Job Description

## JOB INFORMATION

<i>Job Code:</i>	147051
<i>Job Title:</i>	Surveillance Operations Supervisor
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Public Safety (Non-Step)
<i>Job Family Group:</i>	Public Safety
<i>Management Level:</i>	6 Supervisor

## JOB SUMMARY

Provides guidance to Surveillance Operations Monitor (SOM) personnel performing CCTV camera observations. Schedules, assigns, and prioritizes work activity for SOM personnel. Prepares and submits administrative and investigative reports as required. Develops security systems operational training, policies and procedures. Ensures adherence to departmental policies, procedures and guidelines.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate's degree	

### Additional Education

**Check here if experience may substitute for some of the above education.**

X Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Knowledge of Closed Circuit Television systems (CCTV) and alarm monitoring.
X		Knowledge of standard methods, technology and procedures utilized to conduct video surveillance.
X		Working knowledge of computer systems and programs.
X		Possess excellent hand-to-eye coordination and computer skills.

## Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to operate computer assisted communications equipment.
X		Must be able to work under pressure and exercise good judgment in emergency conditions.
X		Must be able to communicate clearly and concisely, oral and in writing.
	X	Previous operator experience in Closed Circuit Television systems (CCTV), license plate recognition programs, access control systems, and alarm monitoring programs.
	X	Ability to understand and embrace current and future technologies to enhance communications center operations.
	X	Supervision of one or more levels of employees in a shift environment.

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides guidance to Surveillance Systems Monitor personnel performing CCTV camera observations, including access control systems, fire, life, intrusion alarm monitoring, and license plate recognition (LPR) camera response activity.				
Schedules, assigns, and prioritizes work activity for Surveillance Operations Monitor personnel. Provides performance feedback and prepares performance reviews. Participates in the hiring process and makes recommendations for hiring and termination.				
Extracts appropriate evidential records (e.g., video, photograph, etc.) from security systems to be used in investigative cases. Prepares and submits administrative and investigative reports as required. Writes and prepares daily logs and reports.				
Provides training for staff and counsels or disciplines personnel to ensure adherence to procedures and that performance standards are met.				
Liaises with Public Safety personnel, Los Angeles Police Department, and other agencies to ensure the appropriate use of the security systems during investigations.				
Testifies in court as a subject matter expert and representative of the Department of Public Safety.				
Assists Public Safety and other law enforcement agencies in investigating criminal or suspicious activity.				
Ensures adherence to departmental policies, procedures and guidelines. Ensures the implementation and enforcement of University and CAL-OSHA policies relating to safety, health, and fire prevention.				
Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident.

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.