UNIVERSITY OF SOUTHERN CALIFORNIA

Surveillance Operations Supervisor

Job Code: 147051

OT Eligible: Yes
Comp Approval: 5/24/2016

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 ACCOUNTABILITIES:

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<td>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.</td>
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<td>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.</td>
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<td>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.</td>
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<td>Provides training for staff and counsels or disciplines personnel to ensure adherence to procedures and that performance standards are met.</td>
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<td>Liaises with Public Safety personnel, Los Angeles Police Department, and other agencies to ensure the appropriate use of the security systems during investigations.</td>
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<td>Testifies in court as a subject matter expert and representative of the Department of Public Safety.</td>
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<td>Assists Public Safety and other law enforcement agencies in investigating criminal or suspicious activity.</td>
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<td>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.</td>
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<td>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.</td>
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Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. 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.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
- \[
\begin{array}{c}
\text{No} \\
\text{Yes}
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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 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.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High school or equivalent
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 years

**Minimum Field of Expertise:**
- Knowledge of Closed Circuit Television systems (CCTV) and alarm monitoring. Knowledge of standard methods, technology and procedures utilized to conduct video surveillance. Working knowledge of computer systems and programs. Possess excellent hand-to-eye coordination and computer skills. Ability to operate computer assisted communications equipment. Must be able to work under pressure and exercise good judgment in emergency conditions. Must be able to communicate clearly and concisely, oral and in writing.

**Preferred Education:**
- Associate's degree

**Preferred Experience:**
- 3 years

**Preferred Field of Expertise:**
- Previous operator experience in Closed Circuit Television systems (CCTV), license plate recognition programs, access control systems, and alarm monitoring programs. Ability to understand and embrace current and future technologies to enhance communications center operations. Supervision of one or more levels of employees in a shift environment.

**Skills: Administrative:**
- Communicate with others to gather information
Compose correspondence  
Compose letters  
Customer service  
Gather data  
Input data  
Maintain filing systems  
Maintain logs  
Maintain records  
Research information  
Understand and apply policies and procedures  
Understand and enforce regulatory guidelines  
Use database and/or word processing software

Skills: Other:
Supervisory skills

Skills: Machine/Equipment:
Calculator  
Computer network (department or school)  
Computer network (university)  
Computer peripheral equipment  
Fax  
Personal computer  
Photocopier

Skills: Specialized Equipment:
Closed Circuit Television systems (CCTV)  
Video surveillance equipment

Supervises: Level:
May oversee student, temporary and/or resource workers.

Supervises: Nature of Work:
Technical

Comments:
Candidates must be able to pass a thorough background investigation. Must have the ability to work varying shifts and hours including possible mandatory overtime and holidays.

SIGNATURES:
Employee: _________________________________ Date: _________________________________
Supervisor: _______________________________ Date: _________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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