

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8705200

Security Officer, Grade 8	8705200
Senior Security Officer, Grade 11	8705300
Chief Security Officer, Grade 14	8705600
Regional Security Supervisor, Grade 17	8705700
Supervisor Security Services, Grade 20	8731700

Brief Description of Class Series

Positions in this series are located at busy and crowded State offices to enforce agency regulations and State laws regarding criminal trespass on State property, disorderly conduct and interference with governmental process and operations. They patrol offices where entitlements, benefits and other determinations potentially adverse to clients are made, the building is regularly visited by large numbers of persons, or the facility is highly secure.

Distinguishing Characteristics

Classification of Security Officers is based on the nature of security problems encountered, level of supervision, and scope of training required for the security assignment. Security Officers have no peace or police officer status, but may receive special police or special patrolman designation by the appropriate police authorities in the cities where they are employed. When assigned to agencies with judicial or quasi-judicial hearings, positions in the Security Officer series attend hearings for security purposes and maintains civility in the hearing areas.

Security Officer: full performance level; patrols and monitors secure and restricted State facilities, or guards State buildings open to the public to prevent and intervene in disturbances to government process and operations from irate or potentially unruly clients or visitors.

Senior Security Officer: supervisory level; supervises and coordinates the activities of Security Officers or contract security staff on a shift, or in a geographic area.

Chief Security Officer: managerial level; administers an agency's security program, or manages a portion of a large security program; administratively supervises multiple Senior Security Officers.

Regional Security Supervisor: managerial level; administratively supervises multiple Chief Security Officers in various regional offices. The number of positions classified in an agency is determined by the number and level of State security staff, and contractors, and the geographic dispersion of subordinate supervisory staff.

Supervisor Security Services: managerial level; centrally supervises an agency's security program; supervises multiple Chief Security Officers.

Related Classes

Security Services Assistants patrol State facilities during times when the premises are open to business or to the public to detect security incidents and to deter criminal activities by means of presence and witness. They regularly deal with the public to provide direction and information, but do not regularly encounter unruly or irate clients and visitors.

Safety & Security Officers patrol, inspect, and monitor agency buildings, grounds, and equipment to identify and resolve safety and security hazards and risks, deter criminal activity, and ensure compliance with local, State, and federal laws, rules, and regulations. Incumbents provide a range of environmental safety, security, fire protection, and emergency services to ensure the overall health and safety of individuals, employees, visitors, and property. These positions have peace officer status and are classified in the Office of Mental Health, the Office for People With Developmental Disabilities, and the Helen Hayes Hospital and Veterans' Homes of the Department of Health.

Illustrative Tasks

Security Officer

Observes all parts of an assigned office or facility for unruly or distraught clients; approaches such clients and attempts to persuade them to calm down and pursue their legitimate business in a socially acceptable manner.

Answers questions and gives directions to visitors to assist them in finding appropriate offices and services.

Issues employee identification cards, and visitor and vendors passes; and maintains the integrity of such identification systems.

Questions suspicious persons to ascertain the legitimacy of their presence and may order persons without legitimate purposes to leave the premises.

Orders and escorts unruly clients away from State facilities to prevent interference with governmental process and operations.

Physically restrains threatening or violent persons to prevent them from harming others.

Operates detection equipment to screen individuals and prevent passage of prohibited articles into restricted areas.

Operates and monitors security devices such as video cameras, and related accessories; and reports any malfunctions immediately to the proper supervisor.

Checks entrances and exits to ensure security and to prevent unauthorized individuals from entering or remaining in the building before or after business hours.

Inspects premises for hazardous conditions and reports such conditions to appropriate authorities to ensure that such conditions are corrected.

In cases of personal injury, accident or illness, summons appropriate medical aid to provide immediate assistance to ill or injured persons and ensure they are properly cared for, and may administer first aid.

Evacuates buildings during fires and bomb scares by activating fire alarms, shutting down elevators, directing people along appropriate evacuation routes and inspecting premises for persons left or staying behind.

Prepares various reports documenting and detailing activities and incidents.

As determined by agency policy or after consultation with program management, may arrest violent or disorderly persons to prevent damage or injury to persons and property, or interference with governmental business.

May interview witnesses to incidents and crimes; and takes written statements.

May accompany employees to the bank to make deposits or to pick up change.

Senior Security Officer

Schedules staff assignments to maintain coverage of facilities during all hours when a security presence is necessary.

Provides in-service and on-the-job training for security personnel in security techniques.

Visits local offices to inspect the conduct and performance of security staff and reviews staff logbooks and incident reports.

Takes corrective actions as necessary in cases of subordinate employee misconduct, unsafe conditions, and security risks at facilities.

Participates in local safety and health meetings.

Reviews and resolves unusual incident reports and advises supervisor or other security managers of resolutions to issues.

Maintains knowledge of applicable federal, State and local laws, rules and regulations governing the security operation.

Testifies in court regarding security incidents involving department staff, clients and property.

May perform all duties of Security Officer. Performs the full range of staff supervisory responsibilities such as conducting performance reviews and completing probationary reports.

Chief Security Officer

Plans and directs a security program for an entire agency or manages a portion of a security program under direction from higher level security management.

Provides technical direction and guidance in responding to security incidents and in resolving identified security risks.

Reviews staff schedules and ensures appropriate coverage to meet safety and security plans for each location managed.

Identifies, develops and conducts training programs, and participates in the development of measures of successful job performance.

Confers with security staff and agency program managers on the effectiveness of the security program, and necessary improvements.

Maintains knowledge of applicable federal, State and local laws, rules and regulations and agency policies regarding security issues.

Coordinates response with external law enforcement, fire and emergency services personnel in responding to security and emergency incidents.

Testifies in court regarding incidents involving department staff and clients and property.

Prepares written documents detailing security plans for facilities under supervision and distributes to staff.

Distributes procedures, and trains staff on the use of electronic security surveillance systems.

Performs the full range of supervisory responsibilities such as interviewing and selecting State and contract staff, assigning work, and preparing probationary reports and performance reviews.

Regional Security Supervisor

Implements a comprehensive security plan for agency facilities in conjunction with security program management.

Recommends improvements and modifications to security rules, regulations and procedures.

Establishes emergency evacuation procedures for fire, bomb threats or other crises; reviews and updates procedures and runs periodic testing of such measures; and trains security units in their responsibilities in crisis situations.

Works with security vendors in selecting and installing intrusion detection and security systems; reviews and recommends improvements to systems and procedures; and trains security personnel in the operation of the security systems.

Maintains special security cases that are potentially violent and handles special security hearings.

Procures contract guards to supplement permanent security staff.

Prepares various narrative and tabular reports to document security procedures and policies, and responses to incidents.

Performs the full range of supervisory responsibilities such as interviewing and selecting State and contract staff, assigning work, and preparing probationary reports and performance reviews.

Supervisor Security Services

Manages and directs the safety and security operations for an agency in all State-owned and leased properties and serves as management liaison regarding security issues to agency health and safety committees.

Provides technical expertise, direction and support to agency managers, supervisors, security staff and regional partners on all matters relating to physical security, security risk identification, analysis and integration.

Develops, reviews, tracks, tests, resolves, and revises security plans, policies and procedures to ensure compliance with appropriate laws, rules and regulations, and conformance with current security practices.

Develops an emergency response system to connect agency staff to security services unit supervisory staff when emergent security issues occur, and security staff is not on-site to provide direct assistance.

Reviews and evaluates all unusual incident reports for disruptive conduct, personal injury or theft, and makes adjustments to security plans and policies, as necessary.

Coordinates with external law enforcement agencies and fire and emergency services personnel, as required, in resolving safety and security matters regarding department customers, employees and property.

Oversees the planning, development, implementation, operation and maintenance of the agency's various security systems to include electronic security systems, alarms, cameras and photo ID card access system.

Develops and implements in-house training for all security staff, as well as arranges for specialized security training by vendors to ensure that staff continues to meet Security Guard registration requirements.

Communicates revisions to agency security plans, policies, and procedures; and ensures all security personnel understand and effectively implement agency security plans, policies and procedures.

Administers contracts with private security companies to obtain contract guards to supplement State security staff and ensures that the contract guards are properly supervised and trained.

Prepares various reports to document security procedures and policies, and responses to incidents.

Performs the full range of supervisory responsibilities such as interviewing and selecting State and contract staff, assigning work, and preparing probationary reports and performance reviews.

Minimum Qualifications

Security Officer

Open Competitive: possession of a current Security Guard registration card issued by the New York State Department of State (DOS) and:

1. six months of subsequent experience as a Security Guard; or
2. six months of experience as a police officer or peace officer; or
3. six months of active U.S. military service where you performed security duties on a United States military base or vessel and an honorable discharge or under conditions in the NYS Restoration of Honor Act.

Candidates must meet established physical and medical requirements for appointment to the position. Appointees to this position may be required to undergo periodic medical examinations to reassess their ability to perform the essential duties of the position.

Senior Security Officer

Promotion: one year of permanent service as a Security Officer.

Chief Security Officer

Promotion: one year of permanent service as a Senior Security Officer.

Regional Security Supervisor

Promotion: one year of permanent service as a Senior Security Officer or Chief Security Officer.

Supervisor Security Services

Promotion: one year of permanent service as Regional Security Supervisor or Chief Security Officer.

Open Competitive: seven years of experience in managing the security and/or emergency management program for a public or private sector organization with multiple regional locations, or centralized security force staffed over multiple shifts. Two years of the experience must have included the supervision and training of security staff.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibility of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 11/2020

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