

<b>Job Title:</b> Security & Life Safety Manager	<b>Date Prepared:</b> February 2025
	<b>Division / Department:</b> The CORE / Security
<b>Reports to (Title &amp; Name):</b> Director Asset Services	

**Job Purpose**

The Security Manager is a senior position and is responsible for delivery of all Security, Life Safety, OH&S and security systems technical service and support to the designated portfolio. The primary objective of the Security Manager is to ensure that the security department in the assigned portfolio is being managed and maintained in a safe responsible manner, in accordance with Company policies and to the highest level of operational efficiency.

- Key Job Responsibilities & Accountabilities**
1. Oversee and ensure the efficacy of the Security Department.
    - a. With subordinate staff, ensure the appropriate allocation and dispersal of department resources.
    - b. Field requests from tower and retail tenants, ensuring their needs are met in a timely and professional manner, escalating matters to the Property Manager, as required.
    - c. Ensure Property Management is kept apprised of all tenant issues/concerns within their portfolio.
    - d. Conduct regular 'spot checks,' on all pass-on processes, to ensure the effective transmission of accurate and relevant information.
  2. Oversee all departmental administration.
    - a. Review all incoming invoices for accuracy and approve.
    - b. Review and approve all purchase orders.
    - c. Conduct random audits of all administrative processes, documentation, etc.
  3. Budget Management
    - a. Prepare annual budget for the department, making reasonable forecasts for repair and maintenance, department improvements, etc.
    - b. Prepare monthly variance reporting.
    - c. Ensure controllable operating expenses remain within approved budgets.
    - d. Carry out annual analysis of cost allocations, to ensure they accurately reflect division of services.
  4. In concert with the Assistant Security Manager, monitor overall conduct and performance of all subordinate supervisors.
    - a. Ensure all supervisors are adequately governing their shifts, maintaining a high standard of dress, deportment, and discipline
    - b. Provide guidance / clarification on site policy.
    - c. Provide ongoing mentorship with regards to leadership.
    - d. Conduct, at a minimum, monthly meetings with the department.
    - e. Assign/redistribute secondary duties, as operational needs dictate.
    - f. Ensure all levels of leadership maintain familiarity with technical systems.

5. Ensure all departmental training requirements are met.
  - a. Ensure compliance with all corporate mandated training requirements for both in house and 3<sup>rd</sup> party staff.
  - b. Where applicable, personally monitor training, so as to ensure standardization.
  - c. Maintain awareness of training expiries and notify staff members well in advance.
  - d. Liaise with other internal and external departments to schedule training sessions with 3<sup>rd</sup> party vendors.
6. Liaise with all service providers.
  - a. Draft and execute all required Requests for Proposal.
  - b. Draft all service agreements, ensuring the best value for the complex.
  - c. Maintain open lines of communication regarding service delivery and ongoing training opportunities.
  - d. For guard service provider, conduct, at a minimum, monthly meetings with account manager.
  - e. Ensure all major projects are well organized and closely managed, so as to minimize any tenant impacts.
7. Provide training services to tenants and outside departments.
  - a. Develop and administer training to tenants on conflict de-escalation, emergency response, and physical security planning.
  - b. Develop and administer training package for Property Managers regard security systems.
  - c. Develop and administer training on conflict de-escalation and emergency response to other departments.
8. Security Systems Management
  - a. Serve as department subject matter expert regarding all security systems including, but not limited to:
    - i. Electronic access control
    - ii. Video surveillance
    - iii. Incident reporting
    - iv. Keyway storage and management systems
    - v. Fire and life safety systems
  - b. Ensure proactive maintenance programs exists and are followed, so as to minimized service outages.
9. Life Safety Responsibilities Processes Management
  - a. Establish and maintain inspections processes to meet relevant fire and life safety code requirements, and arrange for and maintain an organized hard copy file system for all inspection documentation.
  - b. Liaise with auditors and inspectors to ensure that internal standards meet or exceed requirements.
  - c. Constantly review and improve Critical Incident Response by
    - i. Conducting table top training exercises for management of critical incidents, with security staff, management and operations staff
    - ii. Maintain, as current, the Crisis Response Plan and all site specific information relating thereto.
    - iii. Development and semi-annual review of Threat Assessment for property having regarding for altering demographics.

<p>10. Complex Systems Management</p> <ul style="list-style-type: none"> <li>a. Serve as complex subject matter expert regarding base building systems including, but not limited to: <ul style="list-style-type: none"> <li>i. Work order ticketing</li> <li>ii. People counting</li> <li>iii. Audio/visual systems</li> <li>iv. Parkade management software and hardware.</li> <li>v. Base building network infrastructure (non- corporate).</li> </ul> </li> <li>b. Liaise with various vendors, in the capacity of network manager, ensuring ongoing maintenance of network hardware and organization of differing virtual private networks (non- corporate).</li> <li>c. Carry out troubleshooting and component upgrade/replacement of physical computer equipment (non- corporate).</li> </ul>
<p>11. Where required, act Incident Commander.</p> <ul style="list-style-type: none"> <li>a. Develop and maintain afterhours on call schedule, to ensure timely response on management of complex emergencies, regardless of hour.</li> </ul>
<p>12. Review all departmental processes for efficiency and best practices.</p> <ul style="list-style-type: none"> <li>a. Audit all departmental policies / SOP's, annually, to ensure concurrence with best practices.</li> <li>b. Audit all departmental training, annually, to ensure concurrence with the objectives of the role.</li> </ul>
<p>13. Liaise with other departments to foster a philosophy of cooperation and mutual support.</p> <ul style="list-style-type: none"> <li>a. Generate guard service requests in support of tenant or landlord driven undertakings.</li> <li>b. Facilitate in the approval/processing of short notice and/or emergent work permit requests.</li> </ul>
<p>14. Any other secondary duty(s) as dictated by operational necessity.</p>

<p><b>Organization Structure</b></p> <p><b>Direct Reports:</b></p> <ul style="list-style-type: none"> <li>▪ Assistant Manager</li> <li>▪ Department Administrator</li> <li>▪ Security Supervisors (4);</li> </ul> <p><b>Internal Coordination:</b></p> <ul style="list-style-type: none"> <li>▪ Property Management</li> <li>▪ Operations Management</li> <li>▪ Marketing</li> <li>▪ Tenant Coordination</li> </ul> <p><b>External Coordination:</b></p> <ul style="list-style-type: none"> <li>▪ Tenants and their representatives</li> <li>▪ All Service Providers</li> <li>▪ City &amp; Municipal Emergency Responders (Police, Fire Department, EMS).</li> </ul>
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<b>Decision Making and Authority</b>	
<p style="text-align: center;">Decisions Made by You</p> <ul style="list-style-type: none"> <li>▪ Incident Command (until relieved)</li> <li>▪ Mass notification to tenants</li> <li>▪ Resolution of basic tenant issues</li> <li>▪ Training priorities for department</li> <li>▪ Retention / removal of guard staff</li> <li>▪ SOP revision</li> <li>▪ Allocation of secondary duties to direct reports</li> </ul>	<p style="text-align: center;">Recommendations Made by You</p> <ul style="list-style-type: none"> <li>▪ Organizational changes</li> <li>▪ Resource allocation (service providers)</li> <li>▪ Budgetary changes / capital projects</li> </ul>

<b>Skills / Knowledge / Experience / Education Required</b>
<p><b>Minimum Requirements:</b></p> <ul style="list-style-type: none"> <li>▪ Post-secondary degree in a related discipline (e.g. Security, Risk Management, Adult Leadership, etc.) or equivalent experience.</li> <li>▪ Minimum 7 years of experience in a relevant (preferably commercial high-rise and retail mall) setting, in positions of increasing responsibility.</li> <li>▪ Working knowledge of MS Office applications</li> <li>▪ Working knowledge of security systems (access control, CCTV, fire protection, incident reporting)</li> <li>▪ Experience with both in-house and contract guard management.</li> <li>▪ Working knowledge of operating and capital budget planning.</li> </ul> <p><b>Core Competencies and Skills:</b></p> <ul style="list-style-type: none"> <li>▪ Excellent communication skills (both verbal and written)</li> <li>▪ Strong customer service orientation</li> <li>▪ Demonstrated relationship building skills</li> <li>▪ Self-motivated and diplomatic with experience in effective time management</li> <li>▪ Working knowledge of all applicable legislations, inclusive of, but not limited to: <ul style="list-style-type: none"> <li>○ Occupational Health &amp; Safety Act,</li> <li>○ Security Services and Investigators Act (Alberta)</li> <li>○ Criminal Code of Canada</li> <li>○ Alberta Fire Code</li> <li>○ Trespass to Premises Act</li> </ul> </li> <li>▪ Working knowledge of Life Safety Protocols and Emergency Response Procedures in a vertical structure; including, but not limited to, emergency evacuation.</li> <li>▪ Highly developed organizational and time management skills</li> <li>▪ Prior experience in a supervisory role</li> <li>▪ Working knowledge of adult learning principles</li> </ul> <p><b>Additional Requirements:</b></p> <ul style="list-style-type: none"> <li>▪ Must be able to provide clear criminal record check</li> </ul>

Please send a copy of your resume and cover letter to: Michael Cole, General Manager, at [mike.cole@cushwake.com](mailto:mike.cole@cushwake.com)