AUBURN
Human Resources

Supv, Campus Security Operations Center (CSOC)

Job Description

JOB INFORMATION

Job Code	EE46
Job Description Title	Supv, Campus Security Operations Center (CSOC)
Pay Grade	CP08
Range Minimum	$45,500
33rd %	$54,600
Range Midpoint	$59,150
67th %	$63,700
Range Maximum	$72,800
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	101 VP InstitutionalCompliance&Security
Approved Date:	12/13/2024 4:49:33 PM

JOB FAMILY AND FUNCTION

Job Family:	Campus Services
Job Function:	Campus Safety

JOB SUMMARY

The Supervisor, Campus Security Operations Center (CSOC) provides proactive monitoring and rapid response to security threats, maintaining campus safety. Provides leadership within Campus Safety & Security by optimizing operations and enforcing compliance with safety standards. This role supports the university's educational mission by safeguarding the university and fostering a secure environment.

RESPONSIBILITIES

- Serves as the primary liaison for immediate university notifications by the City of Auburn Public Safety Department, coordinating the campus' initial response to incidents. This includes initiating emergency notifications, looking up information in support of police or fire investigation, submitting incident reports to Student Affairs or the Title IX Coordinator, opening severe weather shelters, managing after-hours flight notifications, and escalating incidents to leadership when appropriate.
- Oversees the continuous regular operations of the CSOC through CCTV, alarm systems, and other security technologies. Leads CSOC in supporting response to security incidents and emergencies.
- Responsible for the initial execution of the AU ALERT emergency notification system, ensuring timely and accurate dissemination of emergency information to the campus community. Additionally, notifies members of the leadership team, as specified in CSOC protocols, about incidents deemed critical to the safety of the campus.
- Ensures the operational integrity and maintenance of all CSOC security systems and equipment. Identifies and rectifies system issues to maintain functionality and security. Promptly reports any issues that cannot be quickly rectified.
- Assists in the creation and updating of security procedures and protocols, incorporating best practices to enhance campus safety and security operations.
- Maintains accurate records of security incidents, system maintenance, and operational effectiveness. Generates reports for administrative review and action.
- Provides input into campus safety and security awareness training based on incidents handled by the CSOC.
- While on shift, oversees the activities of the Campus Security Operations Center (CSOC). May provide training, support, and input into performance evaluations for CSOC Specialists. Ensures team adherence to security protocols and high-performance standards.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED		and	8 years of	Security Operations, Emergency Response, Crisis Management, or Security Compliance preferably in Higher Education	Or
Bachelor's Degree	Criminal Justice, Security Management, or related field	and	2 years of	Security Operations, Emergency Response, Crisis Management, or Security Compliance preferably in Higher Education	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of Security operations, emergency responses, and crisis management.	
Strong organizational skills, ability to lead others in emergency response.	
Familiarity with monitoring security cameras, intrusion/duress alarms, security systems, and protocols.	
Ability to manage multiple projects simultaneously.	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking			X			
Sitting				X		
Lifting			X			25 lbs
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically, should have depth perception and the ability to distinguish colors.; Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.

Additional Special Requirements:

This position may be required to work non-traditional hours.