

1. GENERAL INFORMATION OF THE POSITION

JOB TITLE	AREA
Head of Service	Operations
REPORTS TO:	SUBAREA
Operational Leader	Operations
JOB MISSION	
Ensure compliance with the security protocols established in the service under your charge.	

2. JOB SPECIFIC REQUIREMENTS

ACADEMIC DEGREE	ACADEMIC TRAINING
High School	High School
SPECIFIC TRAINING	ESPECIFIC EXPERIENCE
High School	Private Security
LANGUAGE	TIME OF EXPERIENCE
NA	3 or 4 years at least

3. FUNCTION DESCRIPTIONS

N°	SPECIFIC OBJECTIVES OF THE POSITION (WHAT)
1	Ensure that the prevention and security measures of the site are complied with in accordance with the policies and procedures established by the client and the company."
2	Ensure proper management, development and well-being of the team under his charge.
N°	FUNCTIONS (HOW)
1	Train new staff at the assigned site according to the assigned protocols and instructions.
2	Prepare attendance lists, logs and guarantee the coverage of positions under their charge.
3	Generate news report and staff scheduling at your charge.
4	Assign and supervise the correct development of the generated rounds.
5	Report incidents of the personnel in your charge.
6	Generate corresponding evaluations of on-site personnel.
7	Analyze risk situations, planning and scheduling the actions required for the implementation and performance of security services.

4. RELATED AREAS

INSIDE	OUTSIDE
Operations	Clients

5. ORGANIZATIONAL COMPETENCIES

GENERALES	ESPECÍFICAS
Troubleshooting	Distribution of tasks
Leadership	Assertive communication
Planning	Ability to observe and listen

6. JOB RESPONSABILITIES

DECISION-MAKING AND INFLUENCE	OF MATERIALS AND / OR EQUIPMENT
Guides the team to achieve objectives	Assigned teams
LEVEL OF RESPONSIBILITY	LIDERSHIP
Execute objectives	Leadership with a work group
POSITIONS UNDER YOUR POSITION	
Security Guard and Shift leader	

