

**1. GENERAL INFORMATION OF THE POSITION**

<b>JOB TITLE</b>	<b>AREA</b>
Operational Leader	Operations
<b>REPORTS TO:</b>	<b>SUBAREA</b>
Regional Manager	Operations
<b>JOB MISSION</b>	
Ensure compliance with the security protocols established in the service under your charge.	

**2. JOB SPECIFIC REQUIREMENTS**

<b>ACADEMIC DEGREE</b>	<b>ACADEMIC TRAINING</b>
College	Criminalistics, Administration or related
<b>SPECIFIC TRAINING</b>	<b>ESPECIFIC EXPERIENCE</b>
Criminalistics, Administration or related	Private Security
<b>LANGUAGE</b>	<b>TIME OF EXPERIENCE</b>
NA	3 or 4 years at least

**3. FUNCTION DESCRIPTIONS**

N°	SPECIFIC OBJECTIVES OF THE POSITION (WHAT)
1	Make regular visits to customer sites to ensure compliance with our service agreements.
2	Verify schedules, attendance, uniforms and equipment.
3	Validate compliance and train staff on customer-specific security operating protocols.
4	Interact with customers and interconnect communication between officers and branch
5	Ensure employee retention
N°	FUNCTIONS (HOW)
1	Record all orders or pending matters in the news book, so that the incoming supervisor can follow up
2	Ensure staff coverage in each of the services
3	Review the status of the equipment, stationery stock and formats in the assigned work services and the respective inventory
4	Train and instruct officers in current and new slogans
5	Control the correct staff presentation
6	Deliver uniforms, stationery, checks, equipment, etc. in the services
7	Control compliance with the vacation schedule
8	Carry out inspections of H&S and Security in the services
9	Identify and correct deviations detected, working with the JS and JT
10	Provide daily information on payroll incidents and clarifications
11	Reports to the Control Center all kinds of anomalies and their daily periodic routes through the assigned means of communication and the required format
12	Support services in case of emergencies and ensure notification to the different authorities depending on the situation
13	Attend customer needs and solve them with the respective areas.

#### 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

<b>DECISION-MAKING AND INFLUENCE</b> Guides the team to achieve objectives	<b>OF MATERIALS AND / OR EQUIPMENT</b> Assigned teams
<b>LEVEL OF RESPONSIBILITY</b> It promotes objectives and methods to achieve them.	<b>LIDERSHIP</b> Leadership with a work group
<b>POSITIONS UNDER YOUR POSITION</b>  Security Guard, Shift leader and Head of Service	

