

Capital One Console Account Manager

Basic Account Manager Job Responsibilities:

- Supervise the day to day security operations of CVA Consoles (2) at assigned Capital One site(s).
 - Currently 2 Consoles in CVA (West Creek Campus Services Building (WC CSB) and Knolls Data Center (KDC)
 - Approximately 536 weekly hours and 13 officers
- Ensure that Capital One is provided with high quality security services to protect people and property.
- Build, improve and maintain effective relationships with both Capital One and employees
- Coordinate necessary support services to effectively manage Capital One site to meet or exceed financial and operational goals and provide quality customer service
- Ensure all required reporting and contract compliance requirements are met
- Handle any escalated security issues or emergency situations appropriately
- Other management responsibilities as determined by Capital One or District Manager

Basic Qualifications:

- College degree in Business Administration/Criminal Justice or equivalent experience.
- At least 2 years of business management/operations/supervisory experience.
- Previous Contract Security, Facilities management, military or law enforcement experience preferred.
- Previous documented Console or Monitoring Station experience
- Previous experience in directly managing personnel and budgets
- Ability to develop and grow customer relationships.
- Documented experience in hiring, developing, motivating and retaining staff.
- Documented experience in Progressive Discipline.
- Strong Time Management experience required with the ability to perform multiple tasks simultaneously.
 - Able to work with little or no additional follow-up of assigned tasks.
- Outstanding interpersonal and communications skills required.
- Ability to work in a team-oriented management environment with the ability to work independently.
- Ability to manage multiple priorities, complex situations, a diverse team of employees, and client requirements on an ongoing basis.
- Previous payroll, billing and scheduling experience preferred.
- Key Competencies: Staff Management, Financial Management, Integrity, Problem Solving, Conflict Management, Time Management, Customer Focus, Timely Decision Making, Motivating and Directing Others, Drive for Results

Job Specific Console Skill Qualifications:

Under the general direction from AlliedBarton's Security Management and with guidance from Capital One's Corporate Security Management, the Console Manager directs, manages and coordinates the daily operations of the CVA Security Consoles (West Creek and Knolls) and performs additional console management duties for the ABSS Portfolio as assigned. Additionally, the Console Manager will oversee and consult with AlliedBarton Security and other security provider Client Consoles across the Portfolio to ensure their operational compliance with established Clientsecurity policies and procedures.

Job Description: The Console Manager focuses on managing operations, developing policies, procedures and operational processes for the portfolio security consoles. At the direction of the client CSS Senior Security Manager, the Console Manager acts as liaison with contracted firms who provide security related technical services in support of the security operations and all inter-related security equipment. The Console Manager reports to the CVA Project Manager, dotted-line to the National Portfolio Manager on operational matters of concern for all ABSS Security Consoles throughout the portfolio.

This position emphasizes the following security operations:

1. The direct supervision of all West Creek Console Operations as the primary back-up site for the Laurel Security Console (Mastermind Bank Alarm System).
2. The video surveillance system management for all Regional Bank Branches (North, South and Mid-Atlantic) that are currently contained within three separate video surveillance systems and which are monitored from within the West Creek Security Console.
3. The security monitoring of the Bank South Lenel On-Guard Alarm Monitoring System.
4. The security monitoring of the Bank North Lenel On-Guard Alarm Monitoring System.
5. The security monitoring of the Mid-Atlantic Bank Lenel On-Guard Alarm Monitoring System.

Portfolio Responsibilities and Duties:

1. Ensures through the coordination with Regional Security Management, the continuation of security services within the regional console operations on the Lenel On-Guard Alarm Monitoring Systems.
2. Ensures through the coordination with Regional Security Management, the continuation of security services within the regional console operations as related to the Video Surveillance Monitoring Systems (NAVCO, 3VR and Verint).
3. Responds to safety and security concerns of Capital One's Regional Security Management along with their Associates and Contractors regarding the policies, procedures and standards as necessary.
4. Manages and directs console operations as it relates to the initiation of the regional after-hours emergency call trees to ensure the protection of the client's assets.
5. Maintains an in-depth knowledge of the technical and legal developments to guarantee all Security Consoles maintain their ability to meet current and future needs and to ensure compliance with applicable laws concerning security services, emergency communications, telecommunications, security related training, and areas relating to corporate security and console operations.
6. Maintains an in-depth knowledge of the legal standards to guarantee the Security Console's ability to meet current and future compliance with all applicable laws concerning the dissemination of incident reports, records and related documents.
7. Acts as liaison between the security console and those affiliated service contractors in matters related to security console operations and all related equipment.
8. Meets with CSS Security Management, ABSS Security Management and Contractor Representatives as necessary to ensure that all console operations reflect the security policies, procedures and standards of Capital One.
9. Meets as necessary with technical system equipment vendors to discuss upgrades or replacement recommendations related to the consoles security equipment as necessary.

10. Develops policies, procedures and practices that are implemented across the ABSS Portfolio's Security Consoles and ensures that all portfolio console operators adhere to those established policies and procedures.
11. Manages the ABSS Portfolio's incident reporting system (D3) through daily reviews and coordinates with the Regional Security Managers, Site Supervisors and Security Officers in order to provide a high level of reporting.

CVA Responsibilities and Duties:

1. Directly supervises the Console Operators daily activities, their work schedules and all associated console operations within the CVA Consoles.
2. Supervise and evaluate the work of the CVA Security Console Operators.
3. Develops the ongoing console operator training program and conducts training as necessary for all operators.
4. Ensures, directly through daily supervision, the continuation of security services with the Lenel On-Guard Alarm Monitoring System.
5. Ensures, directly through daily supervision, the continuation of security services with the 3VR Video Surveillance System including retrieval and exporting video footage as requested.
6. Ensures, directly through daily supervision, the continuation of security services with the NAVCO Video Surveillance System including retrieval and exporting video footage as requested.
7. Ensures, directly through daily supervision, the continuation of security services with the Verint Video Surveillance System including retrieval and exporting video footage as requested.

1. Capital One Duties

- Ensure Capital One policies and procedures are effectively enforced.
- Ensure all incidents are promptly reported into D3.
- Manage security service functions including but not limited to: access control, badging/card access, and investigations.

2. Staff Management

- Communicate staffing needs to the Project Manager to submit a Requisition Form; assist recruiters in identifying, interviewing and hiring quality candidates.
- Develop staff in both technical and professional skills through performance management (coaching, counseling, disciplining, MSO training, annual formal performance evaluations, recognition, etc.).
- Assure that employee grievances are heard and resolved (with help from appropriate Support employees, as required) and that personnel records are updated and accurate (Change of Status forms, rosters, etc.).
- Assure communication of policies, company announcements and job openings through a consistently updated READ file at each site.
- Provides the basis of a great place to work by treating staff with respect
- Ensure an Officer Scorecard is completed for each officer monthly.

3. Enforcement of Contract Standards

- Meet all contractual scheduled hours with a minimum of unbilled overtime.
- Coordinate and/or conduct site-specific OJT, CPR/AED/First Aid training, client-specific training, and annual refresher training for security personnel.
- Reconcile security logs against shift responsibilities and patrols; review incident reports, and coordinate preliminary investigations.

- Perform account audits and off-hour visits, completing required documentation.
 - Perform at least 3 Off-hour/weekend visits per months of assigned buildings
- Maintain operational procedures so that a valid, site-specific OPM and post orders are always available for emergency reference by the security staff.
- Manage uniforms, equipment, supplies & vehicles utilized at the account, maintaining appropriate inventories and maintenance checklists.
 - Coordinate with Project Manager to order uniforms and equipment as needed
- Take a proactive role in communicating with local Capital One Business Unit Key personnel and meeting his/her needs; meet with regularly, listen to issues, and provide security and technical expertise and solutions. Ensure complete customer satisfaction.
- Be responsible for assigned account and security personnel seven days a week. Although supervision is in place, the Account Manager will be provided a Blackberry to facilitate emergency around-the-clock contact.
- Ensure all Key Performance Indicators are met.

4. Administrative Management

- Efficiently interface with district and support staff and negotiate realistic deadlines for needed services.
- Administer site safety program, workers' compensation, and risk management programs as appropriate to the site and Corporate procedures.
- Participate in unemployment hearings
- Capably utilize WinTeam for scheduling and billing, and to produce reports (such as Scheduling Activity, Invoice Aging by Tiers, Training Summary and Training Detail reports) that require interpretation and action for effective business management.
- Enforce policies as outlined by the handbooks and executive memos.

5. Financial Management

- Assist the Project Manager to prepare/manage annual budget and meet account financial goals including gross profit, overtime, and payroll accuracy.
- Effectively manage payroll for responsible buildings and project
 - Perform multiple audits of payroll during week (minimum of 3) to make adjustments where needed to reduce, prevent, or eliminate Overtime
- Participate in monthly BIS Review calls with National Portfolio Manager. Be prepared to answer any budgetary questions that may arise.

EMPLOYMENT STANDARDS:

1. A working knowledge of physical security systems, measures and techniques, including at least two years of experience using Alarm Monitoring, Access Control, Life Safety Systems and Video Surveillance Monitoring Systems; or,
2. Five years of console operations experience in either a public or private dispatch center, including experience using Alarm Monitoring, Access Control, Life Safety Systems and Video Surveillance Monitoring Systems; or,
3. Two years of direct security console experience performing those duties equivalent to the level of Console Supervisor / Console Manager, including experience using Alarm Monitoring, Access Control, Life Safety Systems and Video Surveillance Monitoring Systems; or,
4. A combination of education, training and experience that is equivalent to one of the employment standards listed above and that provides those required knowledge, skills and abilities.

Ability to: the Console Manager should have the working knowledge, skills and abilities in order to function as a Console Manager.

- Develop and implement appropriate goals, objectives, policies and procedures related to security console operations;
- Establish and maintain working relationships with service contractors, regional bank branch staff, Corporate Security Managers and personnel and associates;
- Research, analyze, and develop solutions to administrative and technical problems;
- Prepare and administer budgets; train, supervise, and evaluate staff;
- Represent the security console with tact and diplomacy;
- Work independently without daily supervision and management.

Knowledge of: the Console Manager should possess the following experiences, knowledge, skills and abilities in order to function as a console manager.

- The operations of complex 9-1-1 or other multi-agency, multi-discipline public safety dispatching centers or emergency communication systems;
- The operations of fire, law enforcement, medical, and other public safety agencies and their affiliates;
- Current and pending technical developments and issues relating to telephone, telecommunications, and radio systems; technical systems and terminology related to public safety dispatch operations;
- Federal, state and local laws and regulations related to public safety dispatch operations;
- Pending issues pertaining to public safety dispatching and the functioning of radio, telephone and computer systems;
- Principles and practices of supervision, budget preparation and administration.

Desirable Qualifications: the Console Manager should possess the following experiences, knowledge, skills and abilities in order to function as a console manager.

- Prior experience and knowledge with Video Surveillance Systems.
- Prior experience operating a complex alarm monitoring system such as Lenel On-Guard.

Experience in law enforcement with additional knowledge of criminal investigations.