



Finance Department

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To: Mayor Soglin
From: Dan Bohrod, Administrative Analyst, Finance Department
CC: Board of Estimates
Tom Woznick, Parking Operations Manager
Date: 8/24/2012
Re: Follow Up Report on the Feasibility of Providing Security Services at Parking Ramps Using Utility Staff

At its meeting of July 30, 2012, the Board of Estimates considered the "Report on the Feasibility of Using In-House Resources for the Provision of Parking Utility Security Services" (Legistar #26883). This report was requested as part of the 2012 adopted City operating budget.

The Board of Estimates moved to refer consideration of the report until its next meeting of August 27, 2012 to allow the Mayor's Office to coordinate a review of: 1) Labor's response to the report; 2) whether there may be opportunities to reduce City wide contracted security costs; and, 3) an examination of how other cities provide similar kinds of security services.

This memorandum includes the various findings related to the Labor proposal, City wide security efforts, and examples of security service provision among some other cities. The findings affirm that employees will cost more than contractors, that operational efficiencies gained are unclear, and that a survey of other Wisconsin municipalities yields none that utilize employees as security guards, but instead enlist private contractors for the provision of security guard services.

1) Evaluation of Labor's Response to the Original Feasibility Report

The concerns expressed by the Birkley/Labor response to the Feasibility Report include issues both of process and cost analysis, as follows:

Feasibility Analysis Response (From: Local 60's Response, July 31, 2012)

1. Labor was not included or asked to be involved in the construct of this study at all despite labor been the architect behind the original proposal.
2. I asked for a reduction in 400 hours of the 8,736 hours of service JBM provides through scheduling efficiencies. This is reflected in my adjustments to the study.
3. Overtime for training's in "Other Costs" is not applicable because the employees are not full time and trainings could be scheduled on straight time. This is reflected in my adjustments to the study.
4. Command Center costs in "Other Costs" are unneeded. We have a command center, it is the Sayle street office, it is vacant during the time Security is on duty, and there is a desk area with computer and phone already available. Security spends their time patrolling, not at a desk. It would be beneficial to one day build a command center into a new ramp but is not necessary at this time. This is reflected in my adjustments to the study.

As requested by the Board of Estimates, the following responds to Labor's concerns and provides additional, clarifying information:

- 1) Following Labor's initial proposal regarding the provision of security services by Utility employees, offered to the Parking Utility in the late summer/early fall of 2011, the Utility and Labor subsequently considered and exchanged analyses/iterations of the proposal. In November 2011, the Common Council approved an amendment to the 2012 adopted operating budget requiring that the "Parking Utility and the Finance Department...study the feasibility and efficacy of providing security services at Parking Utility facilities utilizing in-house resources rather than private contracting and report its findings to the Council..." Subsequently, staff of the Finance Department and the Parking Utility worked in conjunction to analyze the Labor proposal and produce a report. During this process, Labor was asked to clarify some aspects of its proposal.
- 2) Labor has suggested that security staffing on Tuesday evenings might be pared down, such that security personnel costs might be trimmed by 400 hours annually, or a reduction of about 4.6% of the total service hours of 8,736. The Utility, however, believes this change might compromise parking garage security. The estimated cost savings of 400 fewer hours on the 2013 JBM contract would be \$9,200 (\$23/hour x 400 hours). The estimated cost savings for employee-provided security would be \$9,826.
- 3) Regarding overtime costs related to training, Labor has suggested it may be possible to reduce some of the overtime costs, assuming that only permanent part-time and hourly employees would constitute the whole of the potential employee-provided security operation. However, the Parking Utility believes that in order to attract and retain qualified personnel, the Utility may need to consider full-time positions, in which case overtime costs for initial and continuous training would be necessary.
- 4) With regard to the necessity of a "Command Center," the Utility concurs with Labor's observation that such an establishment, while it may be ultimately desirable, is not immediately essential and may be postponed. The elimination of costs associated with a Command Center will reduce the estimated annual employee-security costs by about \$11,000 annually.

Additionally, the Labor proposal suggests that by utilizing employees for security functions, there may be additional opportunities to generate revenue, as Parking Utility employees may be empowered to enforce parking ordinances, a function which private security contractors cannot perform. Although all parking citation-related fine revenues are deposited in the City General Fund and do not directly impact the Parking Utility, any additional revenue derived from an increase in parking fines would reduce the City's net costs for an employee-provided security operation. The Parking Utility has had additional discussions with Labor about the feasibility of this aspect of its proposal and has determined that, given the duties and specific deployments of security personnel, the potential for additional citations revenue is minimal.

2) Citywide Security Services, Costs and Opportunities for Efficiencies and Cost Savings

City agencies have a variety of security-related needs, some of which are fulfilled by contracting with private security services, some by utilizing employees as security "monitors," and some, a combination of employees and private contractors. There are differences among agencies as to what constitutes their respective "security" needs, and as such there exists a gamut of services and personnel involved in "security" services.

However, there is a critical distinction between security services provided by persons directly employed by the City versus those provided by a private contractor: namely, City employees observe and report only; contractors may intervene directly. For example, persons employed by the

City as Monona Terrace Command Center Operators monitor building safety and security systems, assist personnel and customers as needed, keep records, and help execute emergency response protocols, among other responsibilities. However, these personnel are not equipped to physically intervene in conflicts; instead, they are instructed to call contracted security services or the Madison Police Department (MPD).

This is also the case with all other "security-related" permanent and City hourly employees. Park Conservation Rangers, which are hourly employees of the City, are directed to "observe and report" and to contact the Madison Police Department in difficult situations. Library Security Monitors, also hourly City employees, patrol library facilities, assist customers and attempt to diffuse potentially volatile situations. As with other monitoring staff, these positions are not trained or equipped to physically intervene and instead will contact MPD if necessary. (Please see attached position descriptions for more detail.)

The use of City employees to monitor, observe and report may be appropriate for certain City operations, but insufficient for other City-related operations requiring a stronger security presence, such as the Parking Utility, CDA Housing, Monona Terrace, and the Municipal Court, generally areas with large facilities and/or where there exists a greater likelihood of heightened conflicts. In addition, certain events in which the City plays an integral role, such as Freakfest, may require additional security measures.

Following are the estimated/budgeted City costs in 2011 for contracted security services and for employee security services (patrolling, monitoring and reporting):

Agency	Contract Cost	# of Contract Service Hours	Contractor	Employee Costs (Salary and Benefits)	Employee Classification
Parking Utility	\$202,200	8,736	JBM Patrol & Protection	N/A	N/A
Monona Terrace	\$53,000	3,000	Per-Mar	\$256,000	Command Center Operators (4.0 FTE)
CDA Housing	\$125,000	8,070	JBM Patrol & Protection	N/A	N/A
Municipal Court	\$45,000	2,375	JBM Patrol & Protection	N/A	N/A
Library	\$3,200	(On-call responses)	Per Mar	\$35,300	Hourly Library Security Monitors
Parks Division	\$4,190	(On-call Alarm Monitoring)	Mid-Wisconsin Security	\$112,000	Recreation Svcs. Ass't (1.5 FTE Perm.) plus Hourly Park Rangers)
Police Dep't	\$21,718	1,215	Pleguar (for Freakfest)	N/A	N/A
TOTAL	\$454,308	23,396	N/A	\$403,300	N/A

The Mayor has asked whether there might be efficiencies to be gained either through combining City agency contracts with a contractor in order to realize some potential economies of scale, or whether it might be feasible for persons directly employed by the City to provide security services largely in lieu of enlisting contractors.

With regard to the former, City Purchasing has explored whether existing private contracts might be restructured or combined in order to yield savings. However, the needs of the City agencies with regard to security are unique, such that opportunities for "centralizing" are few and impractical.

As for whether the City might formulate its own "security force" comprised primarily of City employees, there are a number of considerations, including costs for employees and materials and operational implications, as follows:

Cost:

As per the table above, the estimated City wide costs for contracted security in 2011 is \$454,308. If one assumes that the average salary and benefit expense of a permanent, full-time City employee/security guard is \$55,000 (based on a preliminary classification by City Human Resources), the City could employ approximately 8.0 FTE positions for a security unit (\$440,000 total estimated cost for salary and benefits). Assuming a standard work year of 2,080 hours, and adjusting for vacation time, holidays, and sick leave, these 8.0 FTE positions could provide a total of approximately 14,720 service hours. This represents about 8,676 hours fewer than the total estimated number of service hours delivered Citywide via contract in 2011. The City, if it were to deliver the same number of service hours by City employees as were contracted in 2011, would likely require an additional 4.5 to 5.0 FTE positions, at an estimated annual cost ranging between \$247,500 to \$275,000 for salaries and benefits. It bears emphasizing that these cost comparisons are estimates, and do not include additional City costs for administration and overhead, as well as expenses associated with liability insurance and claims, which could be quite substantial.

Operational Implications:

The impact on City agency operations if the City were to establish a centralized security unit, with deployments to various City agencies, or, the direct hire by the various agencies of employee/security personnel, is unknown. A centralized security unit that might serve all City agencies could potentially be more flexible in terms of deployments and perhaps offer opportunities for enhanced coverage (to cover special events, for example). Conversely, the provision of security services by employees may prove to be less "nimble" than does contracting for City agencies with varying and dynamic needs relative to security coverage.

3) Security Services in Other Wisconsin Municipalities

Numerous Wisconsin municipalities, including Milwaukee, Appleton, Green Bay, Eau Claire, Racine, Marshfield, West Allis, La Crosse, and others, have been queried about their security-related practices, and all report that they do not directly employ security guards, but instead utilize private contractors (and sometimes off-duty police/sheriff personnel).

Additional inquiries with the League of Wisconsin Municipalities, a private security contracting company, and web searches yielded no existing Wisconsin municipality in which employees serve as security guards.

Summary of Findings

The 2012 adopted City operating budget provided that the Finance Department and the Parking Utility examine whether it was feasible that Parking Utility employees provide security services for the Utility in lieu of private contractors. The Board of Estimates (BOE) considered the report at its meeting of July 30, 2012. BOE subsequently re-referred the report to the Mayor's office to allow a review of Labor's response to the original report, to examine whether there might be opportunities to realize efficiencies City wide in the provision of security services, and to explore how other cities provide similar kinds of security services.

The findings of this follow-up report affirm that the costs to the City for security guard employees (including salary and benefit expense, administration and overhead, and the potentially significant liability risk exposure) instead of private contractors will increase. Depending on how employee security guard services are administered and deployed, there may be some operational efficiencies gained, but it is also possible that City agencies may find private contractors more flexible in the provision of an agency's security needs.

A survey of Wisconsin municipalities has found none that directly employs security guards. Instead, it appears that Wisconsin cities utilize their respective police departments to provide core public safety services, with private contracted security used as an adjunct for special events and other specific needs, such as the patrol of facilities like parking garages.

LIBRARY SECURITY MONITOR (HOURLY)

CLASS DESCRIPTION

General Responsibilities:

This is responsible security and customer service work performed at one of the libraries in the Madison Public Library system, managing individuals and property. The work involves providing security services during times where the library normally experiences problem behaviors and enforcing all facility rules, policies and City Ordinances. In addition, the work includes routine library tasks such as shelving items, straightening shelves, and checking items in. The work is performed under the direction of the Library Community Services Director or a branch supervisor.

Examples of Duties and Responsibilities:

Patrol and secure assigned areas of the facility for patron safety and well being.

Observe behavior and confront patrons or unauthorized personnel to stop unauthorized activities or actions.

Educate library users on appropriate behaviors and enforce the library's behavior policy.

Perform routine library tasks such as shelving, straightening shelves and displays, and checking items in.

Perform related work as required.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Basic knowledge of practices and procedures for dealing with difficult people and difficult situations. Working knowledge of security principles and practices in open public facilities. Ability to interact courteously, effectively, respectfully, and assertively with library customers of various ages, socioeconomic and ethnic groups. Ability to enforce library rules and policies. Ability to communicate effectively, both orally and in writing and to give clear and appropriate directions. Ability to manage or diffuse potentially volatile situations. Ability to find and shelve items, arrange items for displays, check items in using a computer and other similar routine library tasks performed by pages. Ability to rapidly climb stairs and to think clearly and act appropriately in an emergency. Ability to stand for an hour at a time and walk rounds. Ability to maintain adequate attendance.

Training and Experience:

One year of responsible experience involving significant contact with the public in the enforcement of rules and regulations. Such experience would normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Department/Division	Comp. Group	Range
Library	16	hourly

Approved: _____
Brad Wirtz
Human Resources Director

Date



MADISON, CITY OF (WI)
invites applications for the position of:
Parks Ranger

SALARY: \$13.98 /Hour

COMP. GROUP/RANGE: 16/00

JOB TYPE: Hourly

DEPARTMENT: Parks

OPENING DATE: 05/07/12

CLOSING DATE: 05/17/12 11:59 PM

GENERAL DESCRIPTION:

This recruitment will be used to filled multiple positions in the Parks Division.

This is responsible customer service and enforcement work performed in the City Parks Division. The work involves patrolling park sites and facilities to provide visitor service and to enforce park policies and regulations as appropriate. The work also includes routine building and grounds maintenance. Work is performed under the supervision of the Weekend Supervisor.

Approximately 6 to 40 hours per week that may include afternoons, evenings, holidays and or weekends.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

Monitor and collect user registration fees at lake access sites and dog parks; replenish registration kiosks, and maintain sites to ensure that they are free of graffiti and litter. Patrol and monitor park shelters and recreation sites. Enforce specific park ordinances related to lake access permits, dog parks, and parking. Issue citations when necessary. Check for valid permits for all field users and large picnics and events. Provide information, including maps and brochures, to visitors of Madison Parks Division facilities. Respond to visitor complaints and attempt to resolve immediate problems if possible. Report vandalism and maintenance problems as needed. Perform grounds maintenance including litter and trash control; light mowing and string trimming when time permits. Clear park facility at closing time. Clean and lock restrooms. Related work as required.

MINIMUM QUALIFICATIONS:

Knowledge, skills and abilities:
Knowledge of park policies and regulations. Knowledge of park locations and facilities. Ability to

interact courteously, effectively, and assertively with park visitors. Ability to maintain detailed records. Ability to communicate effectively, both orally and in writing and to give clear and appropriate directions. Ability to enforce park and park facility rules, policies and City Ordinances. Ability to remain calm and to initiate resolutions to situations that are presented after business hours. Ability to drive a park vehicle and operate equipment such as string trimmers and push mowers. Ability to administer first aid. Ability to work under adverse weather conditions. Ability to deal with alcohol and drug related issues. Ability to work with Madison homeless population. Ability to maintain adequate attendance.

Training and Experience:

One year experience which included contact with the public in the enforcement of rules and regulations. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license.

*The payroll title for this position is Conservation Ranger.

It is the applicant's responsibility to list all related jobs, correct dates of employment, number of hours per week, etc. Be sure to place the complete job title on your application. If you wish to provide additional or supplemental information, please provide a resume in addition to the formal application. If the applicant is still employed please indicate this. Failure to provide accurate and complete information may result in not being considered for this position.

All applicants are notified of the status of their application in each selection process. Those applicants invited to exams will receive notice of the date, time, and location. Alternate exam dates/times are not available except in the case of an emergency. Emergency situations are reviewed on an individual basis. Conflicting work hours is not considered an emergency. Exams are job specific and are developed based on the duties to be performed and the criteria listed under Knowledge, Skills and Abilities section of the job announcement. Study guides for general Civil Service exams may be available at the Public Library. Exam results will be available within 3-4 weeks. Due to the volume of exams given by our office, exam scores will not be available by the telephone. Thank you for your cooperation.

As an employer, the City of Madison places a strong emphasis on customer service and strives to provide a working environment where: Diversity and differing opinions are valued; Creativity is encouraged; Continuous learning and improvement is fostered; Teamwork and open and honest communication is encouraged; Meeting customer needs through quality service is a common goal. Come join us in this effort!

APPLICATIONS MAY BE FILED ONLINE Position #2012-00109
AT: PARKS RANGER
<http://www.cityofmadison.com/hr> EA

MONONA TERRACE COMMAND CENTER OPERATOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible work involving the staffing and operations of the Monona Terrace Community and Convention Center's centralized security and monitoring center. The work includes monitoring and operating computerized building safety and security systems and executing the Monona Terrace emergency response plan procedures, including the monitoring of inclement weather. In addition, the work includes oversight of the building's shipping and receiving areas. Employees in this class are required to work with limited supervision on various shifts, follow established procedures, act calmly and appropriately in emergencies, pay close attention to detail, and provide direction to contracted security staff. The work is performed under the supervision of the Monona Terrace Operations Manager and Assistant Operation Managers.

Examples of Duties and Responsibilities:

Check in all persons who enter through the "back of the house" areas.

Monitor fire life safety system panel and dispatch staff to the area of the devices identified by alarm. Monitor the surveillance camera equipment and door card access to ensure the safety and security of Monona Terrace Community and Convention Center. Communicate with and dispatch mobile security staff to problem areas. Determine appropriate action depending on feedback in accordance with established procedures. Coordinate emergency and security issues with the local fire and law enforcement agencies.

Receive internal calls from customers via house telephones and external calls (during non-business hours) relating to persons attending events at the Convention Center and other issues. Determine the nature of the call, deal courteously with the customer or member of the general public, take appropriate action to deal with the situation, and follow-up to verify that action was taken. Answer questions from the Information Booth staff and locate appropriate persons. Utilize the telephone or radio to relay information and, in some cases, directions, to the proper staff throughout the building. Use the public address system to communicate with building occupants in cases of emergency.

Receive, log, and ensure proper delivery of all incoming and outgoing shipments to the Monona Terrace Convention Center. Coordinate shipping and receiving with proper events or departments. Check materials into locked storage area, secure, and maintain proper records. Lift and move boxes and materials of various sizes and shapes weighing up to 50 pounds. Operate freight moving equipment such as handcarts, pallet jacks, dock doors and dock leveler, and forklifts. Complete reports and activity logs, as well as perform record keeping and limited filing.

Assist supervisor in coordinating staff schedules by calling in staff or to provide other information. Coordinate necessary building activities in the absence of other staff.

Execute the Monona Terrace Emergency Response Plan procedures, including evacuation of building, crowd control, bomb threat analysis, inclement weather and medical emergencies. Assist in training new employees on the Monona Terrace emergency plan procedures and conduct mock emergency evacuation drills. Under the direction of management, perform periodic vulnerability assessments to identify potential security threats and appropriate responses.

Maintain the organization and cleanliness of the Command Center and Dock areas. Operate standard floor cleaning equipment as needed.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of building security practices and procedures. Working knowledge of customer service practices and techniques. Knowledge of record keeping such as it relates to shipping and receiving. Ability to remain calm during stressful and emergency situations. Ability to learn to operate fire life safety monitoring equipment and security surveillance equipment. Ability to transmit and relay information and dispatch staff using voice communication equipment (e.g., telephone, radio, public address system, etc.). Ability to keep basic records, prepare simple reports, and perform routine clerical tasks, both manually and using a computer and applicable software. Ability to make simple mathematical calculations. Ability to deal tactfully and establish and maintain effective working relationships with customers, the general public, contractors, vendors, employees, delivery persons, and others using and contacting the facility. Ability to communicate effectively both orally and in writing and to give clear and appropriate directions to others. Ability to pay close attention to detail and remain alert at all times during work shifts. Ability to learn and follow Monona Terrace Community and Convention Center policies and procedures relative to building security; safety; shipping and receiving; and other related areas and to explain them to others in a clear and effective manner. Ability to maintain adequate attendance.

Training and Experience:

Two years of responsible experience involving public contact, including at least 6 months of experience in building security or related areas, and at least 6 months of experience working in a position involving the use of computers. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Physical Requirements:

Employees in this classification must be able to lift and carry up to 25 pounds on a regular basis, and 50 pounds occasionally. In addition, employees must be able to access all areas of the facility in order to perform physical inspections. Finally, employees may be required to work varied shifts between the hours of 5 a.m. and 2 a.m., seven days a week.

Department/Division	Comp. Group	Range
Monona Terrace Community & Convention Center	16	07

Approved: _____
Brad Wirtz
Human Resources Director
Date

OPEN TO ALL QUALIFIED CITY EMPLOYEES IN POSITIONS REPRESENTED BY LOCAL 60
SECURITY OFFICER LEAD (HOURLY)
OVERTURE CENTER

NO CITY OF MADISON RESIDENCY IS REQUIRED FOR THIS POSITION

SALARY: \$15.10 per hour

HOURS: Evening and weekend hours required. Hours will vary from 10-20 hours per week based on events scheduled.

GENERAL RESPONSIBILITIES: This is responsible security and lead work performed at the Overture Center. The work involves overseeing and performing security services before, during, and after events and enforcing all facility rules and policies and City Ordinances. The work is performed under the direction of a security coordinator or other higher level position.

EXAMPLES OF DUTIES AND RESPONSIBILITIES: In the absence of the Security Coordinator, serve as the primary person responsible for coordinating the activities necessary to ensure patron and artist security at events in the facility. Schedule and oversee the activities of other hourly security officers on duty. Provide liaison with outside and/or extra security personnel that may be provided by event promoters. Decide when on-duty City Police Officers need to be called to provide assistance. Secure backstage and other areas of the facility requiring controlled access for authorized personnel only. Provide property protection for equipment and personal property and escort artists or special guests through public areas of the facility and from building to vehicle when requested. Patrol and secure assigned areas of the facility for patron safety and well being. Ensure patron enjoyment and sense of comfort while attending facility events. Confront patrons or unauthorized personnel and stop unauthorized activities or actions. Provide back up to ushers and other facility staff when confronted by uncooperative or unauthorized patrons or visitors. Provide security at banquets, parties, meetings or other gatherings in various meeting rooms of the facility when requested by renter or determined by management to be necessary based on the nature or potential risks associated with the events. Perform related work as required.

MINIMUM QUALIFICATIONS REQUIRED AT TIME OF APPLICATION

KNOWLEDGE, SKILLS AND ABILITIES: Basic knowledge of security principles and practice in the entertainment industry and in public facilities. Basic knowledge of crowd control practices and procedures. Ability to learn and enforce facility rules and policies and City Ordinances pertaining to facility operations/activities. Ability to understand and carry out directions. Ability to issue directions in a clear and concise manner. Ability to handle diverse sets of circumstances and activities. Ability to deal effectively and communicate with customers of various ages, socioeconomic and ethnic groups. Ability to deal tactfully and effectively with large groups of people and to enforce rules and regulations. Ability to communicate effectively, both orally and in writing. Ability to learn computer operations applicable to the program area. Ability to maintain a professional appearance (uniform will be provided). Ability to rapidly climb stairs and to think clearly and act appropriately in an emergency. Ability to maintain adequate attendance.

TRAINING AND EXPERIENCE: Two years of responsible experience in security services in the entertainment, hospitality industry, and/or a closely related area which included experience in the enforcement of rules and regulations and at least six months of lead work experience. Such experience would normally be gained after graduation from high school or equivalent. Completion of academic training in police science or a closely related area can be substituted on a year-for-year basis for all but the six months of lead experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

APPLICATIONS: Are available at the City Human Resources Department, 210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703; (608) 266-6500; FAX (608) 267-1115; TTY/Textnet (866) 704-2340; www.cityofmadison.com/employment/employmentlistings.cfm. Resumes received without formal application will not be considered. Applications will be accepted until 4:30 p.m. on March 24, 2010.

Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal law. Persons needing assistance with examinations should contact the City of Madison Occupational Accommodations Specialist at (608) 267-1156.

REPRESENTATION: Local 60

CERT 2010104.DOC; JFC 4G; COMP GROUP 16; RANGE 00; PCN 3553; DEPT #10; 3/16/2010; SD:15

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN. WE
ENCOURAGE MINORITIES, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.

CITY OF MADISON, WISCONSIN

EMPLOYMENT OPPORTUNITIES

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN.
WE ENCOURAGE MINORITIES, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.

OPEN TO ALL QUALIFIED APPLICANTS
SECURITY OFFICER (HOURLY) - EVENINGS AND WEEKENDS
OVERTURE CENTER

NO CITY OF MADISON RESIDENCY IS REQUIRED FOR THIS POSITION

SALARY: \$13.71 per hour

HOURS: MUST BE AVAILABLE TO WORK EVENING AND WEEKEND HOURS. Approximately 0-20 hours per week. Hours will vary based on events scheduled.

GENERAL RESPONSIBILITIES: This is responsible security work performed in the Overture Center. The work involves providing security services before, during, and after events and enforcing all facility rules and policies and City Ordinances. The work is performed under the direction of the Overture Center Security Coordinator or security leadworker.

EXAMPLES OF DUTIES AND RESPONSIBILITIES: Secure backstage and other areas of the facility requiring controlled access for authorized personnel only. Provide security for artists' dressing rooms. Provide property protection for artists' equipment and personal property and escort artists or special guests through public areas of the building and from building to vehicle when requested. Secure assigned areas of the facility for patron safety and well being. Ensure patron enjoyment and sense of comfort while attending Overture Center events. Confront patrons or unauthorized personnel and stop unauthorized activities or actions. Provide back up to ushers and other facility staff when confronted by uncooperative or unauthorized patrons or visitors. Provide security at banquets, parties, meetings or other gatherings in various meeting rooms of the facility when requested by renter or determined by Overture Center management to be necessary based on the nature or potential risks associated with the events. Perform related work as required.

MINIMUM QUALIFICATIONS REQUIRED AT TIME OF APPLICATION

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of security principles and practice in the entertainment industry and in public facilities. Knowledge of crowd control practices and procedures. Ability to learn and enforce facility rules, policies and City Ordinances pertaining to facility operations/activities. Ability to understand and carry out directions and procedures. Ability to deal effectively and communicate with customers of various ages, socioeconomic and ethnic groups. Ability to deal tactfully and effectively with large groups of people and to enforce rules and regulations. Ability to communicate effectively, both orally and in writing. Ability to maintain a professional appearance (uniform will be provided). Ability to rapidly climb stairs and to think clearly and act appropriately in an emergency. Ability to maintain adequate attendance.

TRAINING AND EXPERIENCE: One year of responsible experience in a public contact position which included experience in the enforcement of rules and regulations. Such experience would normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

APPLICATIONS: Are available at the City Human Resources Department, 210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703; (608) 266-6500; FAX (608) 267-1115; TTY/Textnet (866) 704-2340; www.cityofmadison.com/employment/employmentListings.cfm. Resumes received without formal application will not be considered. Applications will be accepted until 4:30 p.m. on July 20, 2010.

Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal law. Persons needing assistance with examinations should contact the City of Madison Occupational Accommodations Specialist at (608) 267-1156.

NOTE: The City of Madison Benefit Package is not included/offered with hourly positions. Employment in an hourly Local 60 position, combined with employment in any other hourly job category, shall be limited per calendar year to 1007.5 total working hours for office personnel or 1040 total working hours for field personnel with the City of Madison.

REPRESENTATION: Local 60

CERT 2010262.DOC; JFC 4G; COMP GROUP 16; RANGE 00; PCN 120; DEPT #10; 07/09/2010; SD:13

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN. WE ENCOURAGE
MINORITIES, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.

IN ACCORDANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF 1986, THE CITY OF MADISON WILL HIRE ONLY UNITED STATES CITIZENS AND ALIENS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. ALL APPLICANTS OFFERED A CITY OF MADISON POSITION WILL BE REQUIRED TO PERSONALLY PRESENT DOCUMENTATION, BOTH TO IDENTIFY THEMSELVES AND TO PROVE THAT THEY ARE ELIGIBLE FOR EMPLOYMENT IN THE UNITED STATES (NOTE - THIS ALSO APPLIES TO U.S. CITIZENS). THIS MUST BE DONE BEFORE EMPLOYMENT BEGINS. FURTHER INFORMATION CAN BE OBTAINED FROM THE HUMAN RESOURCES DEPARTMENT. THIS INFORMATION WILL BE KEPT CONFIDENTIALLY, IN A SEPARATE FILE, IN THE HUMAN RESOURCES DEPARTMENT.

CITY OF MADISON HUMAN RESOURCES DEPARTMENT
210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703
(Job Information Line) 608-266-6500 • FAX 608-267-1115 • TTY/Textnet (Hearing Impaired) 866-704-2340
www.cityofmadison.com/jobs.html