



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 4/7/2024

Security Operations Center Coordinator

Pay Scale: B

Level: 14

FLSA Status: Exempt

Job Family: Safety and Security

Primary Location: Administration Building

Department Overview

The Superintendent's Office provides leadership and guidance to all school sites and administrative offices throughout the Division. The Office works closely with the School Board to interpret policy, assure compliance, and provide strategic direction to the Division to meet the needs of students, parents, families, employees and community members. Additionally, the Office is home to the Division's internal audit; ombuds; legal counsel; safety and security; strategic planning; and diversity, equity, inclusion, and accessibility operations.

Job Overview

The Security Operations Center (SOC) Coordinator oversees the day-to-day operation of the 24/7/365 Safety and Security Patrol and SOC programs. The Coordinator is responsible for ensuring an effective, coordinated response to schools for calls for service. The Coordinator works with Safety and Security leadership, school administrators, LCPS law enforcement partners, Loudoun County Fire and Rescue, and LCPS staff to provide a safe and secure learning environment. The Coordinator manages all patrol staff who patrol schools to detect and deter fire, theft, vandalism and other unauthorized activities and conditions, which could endanger students, staff and property of Loudoun County Public Schools (LCPS). The Coordinator also manages a staff of dispatchers in the SOC. The Coordinator is also responsible for the safe and responsible operation of a fleet of patrol vehicles and the safe and effective use of monitoring and communications equipment.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Provides daily leadership and decision making in the field, responds to calls for service from schools requesting security assistance. Direct liaison to public safety partners
- Supervises ongoing school Incidents working directly with school administration
- Makes recommendations to Safety and Security leadership regarding program improvements, efficiencies and technologies. Reviews all pertinent video from security cameras.
- Provides guidance to Principals and school staff in responding to security matter
- Prepares written guidelines and updates standard operating procedures for staff guidance

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

Bachelor's degree in Management, Criminal Justice or a related field

Experience

Seven (7) years of experience supervising and/or leading in a security or law enforcement capacity

Licenses and Certifications

Knowledge, Skills and Abilities

- Excellent oral and written communication skills
- Ability to interact effectively with LCPS employees, administrators, and other agencies
- Ability to effectively problem solve in an array of work-related scenarios and circumstances
- Knowledge of emergency planning, threat management and physical security theories, trends and best practices
- Ability to work within a dynamic environment and respond to rapidly changing priorities and security concerns
- Knowledge of emergency planning, threat management, and physical security technologies such as surveillance cameras, fire and security systems, computer software, and radio communications

Physical Requirements and Environmental Hazards

The following provides an overview of typical physical requirements and environmental hazards for this job:

	Rare	Occasional	Frequent	Constant
Lift or move 26-50 pounds		X		
Lift or move more than 50 pounds	X			
Climb/Ascend (ladders, scaffolding, ramps, poles, etc.)			X	
Balance		X		
Stoop		X		
Kneel		X		
Crouch/ Squat		X		
Reach		X		
Stand			X	
Sit				X
Walk			X	
Push		X		
Pull		X		
Bend/turn/twist head or neck			X	
Bend/turn/ twist waist		X		
Manipulate (pick, pinch, etc. with fingers)		X		
Grasp		X		
Feel		X		
Talk				X
Hear				X
See				X

Remain stationary	X			
Travel by foot		X		
Travel by transport			X	
Repeat hand/arm, wrist/finger motion		X		
Operate machines and/or power tools	X			
Operate motor vehicle				X

	Rare	Occasional	Frequent
Confined/ small space	X		
Extreme heat			X
Extreme cold			X
Inclement weather			X
Intense noise	X		
Fumes, odors, dust, gas		X	
Chemicals, bodily fluids, infectious diseases	X		
Inadequate lighting		X	
Heights		X	
Challenging physical interactions (biting, hitting, throwing objects, encroaching, etc.)	X		
Challenging verbal interactions (offensive language, shouting, threats, etc.)		X	

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these

employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.