



Pike Place Market Preservation & Development Authority (PDA)

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POSITION TITLE: Assistant Security Manager

Updated: May 2024

GRADE/L&I: (E) 49-10

FLSA STATUS: Exempt

REPORTS TO: Security Manager

Pike Place Market Background:

The Pike Place Market Preservation and Development Authority (PDA) is a non-profit public corporation chartered by the City of Seattle in 1973 to develop, own and operate most of the properties in the nine-acre Pike Place Market Historical District. The PDA is landlord to craftspeople, farmers, dozens of performers and residential tenants including low income and elderly and year-round commercial businesses within the historic district.

POSITION SUMMARY:

This position reports to the Security Manager, and is responsible for assisting in the management of the PDA's security functions and serves as a representative and liaison for the PDA with tenants, outside agencies and organizations, and the Seattle Police Department on matters affecting or related to security. The Assistant Manager will help supervise staff as the Market's second in command of a professional security staff. The assistant manager is on call 24 hours a day, 7 days a week to respond to emergencies and direct staff around safety and security issues. Hours and schedules are non-standard. Weekend and evening work is required.

SAMPLE OF GENERAL DUTIES:

- Define, plan for, and execute security operating functions for the Pike Place Market nine acre historical district.
- Maintain strong written and verbal communication with the shifts. Insure accurate report writing and detex rounds.
- Supervise staff on various shifts and schedules as well as Run Start of Shift "roll call" briefings for Swing and Nightshift. Also Prepare notes for senior managers & Dayshift.
- Assist with hiring, training, evaluation, promotion and corrective action of the Market Security Officers.
- Help develop schedules for 24 hour per day, seven day per week, security coverage of the Market and assign officers to shifts, ensuring that each shift, and particularly busy season/days have adequate supervision; ensure that all daily routines, including unlocking, detex checks, and lock-up are thoroughly performed.
- Develop, propose and manage the annual Security budget of approximately \$500,000 in a manner that ensures maximum efficient use of resources, while providing adequate safety and security to the market community.

- Develop the basis for and participate in the negotiation of contracts for security services with non-PDA building owners/tenants in the Historical District, based on full cost recovery; provide contract services; and recommend adjustments/re negotiations to ensure full cost recovery on an ongoing basis.
- Maintain thorough records of Security activities and services, including daily security logs; statements and photos for Trespass Admonition program; crime reporting and detention statistics; records of at least semi-annual time studies of Security staff hours; data base of Detex check-in; and other data, reports, and information, as requested.
- Coordinate the security aspects of Special Events in the Market in a manner designed to minimize the disruption to traditional Market activities and ensure the maximum cooperation of all those affected in the Market community via clear and consistent communications.
- Establish and reinforce policies of customer and public service objectives for Security staff, including flexibility to respond to emerging security issues in the Market; maintenance of a program of regular contact between officers and Market tenants; and establishment of a complaint resolution and service suggestion program for the Market community and for officers.
- Perform patrol duties as required and as part of the routine supervision of the Market Security staff and as part of ongoing communications with the Market merchant, resident, and daystall communities.
- Perform other critical planning, supervisory, or advisory services related to Market safety and security as assigned by the Director of Operations.
- Coordinate and support security related aspects of Market operations and projects with other PDA Departments, such as escorts for collection/transport of money and facilitating entry of contractors to locked Market facilities.
- Ability to work with and liaise with local, state and fed LEO & city first responders a must!
- Perform other duties as assigned.

QUALIFICATIONS:

- AA in Criminal Justice or related field. Some college coursework required (minimum 2 years) or equivalent supervisory management experience.
- 5 years progressive responsible experience in security services, preferably with experience in landmark, or retail property management.
- Knowledge of Federal, State, and local laws governing security operations, including use of force, detention, search, and other issues pertaining to retail property management.
- High level of supervisory management skills, including hiring, training, performance feedback, coaching, and discipline. Ability to lead and motivate employees.
- Ability to implement programs and procedures, coordinate projects, and maintain relationships with other departments and the community.
- Ability to diffuse conflict situations in a diverse and crowded retail, residential, and social service community.
- FUSION LIAISON OFFICER 1 certification or have the ability to qualify Within 6 months of Hiring

- Avigilon Operator II (preferred) / CCTV proficient
- working knowledge of SMCs (desired)
- Physical Security Field Experience, (preferred minimum 2 yrs & may be supplemented with additional team leadership or de-escalation experience)

SALARY SCALE: Scale placement is DOE and qualifications

Min \$68,136 Mid \$80,217 Max \$92,298

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Work is performed in a busy office and market setting. This position requires the individual to be ambulatory; the job routine entails several hours per day of patrol and walking over uneven surfaces and up and down stairs. This position requires that the individual to be capable of on-foot pursuit of subjects and quick response to back-up requirements. This position requires that the assistant manager be in uniform while performing all public duties. Candidate must also be well trained in security tactics and the proper use of security tools and equipment. Must possess a valid WA state Identification Card. The work environment is fast-paced and requires the ability to work under pressure.

The Pike Place Market PDA is an equal opportunity employer and encourages applications from persons of diverse backgrounds and perspectives.