Title: Community Safety Manager

Essential Function

Under administrative supervision from higher-level administrative supervisor, this position is responsible for managing the process, practices and policies of the daily operations guided by the vision of the safety program and NightRide Student Transportation Program as directed by the Chief of Public Safety.

Characteristic Duties

Responsible for daily guidance and direction of on-street operations; develops a custom deployment plan to maximize visibility and effectiveness of resources (personnel and equipment); evaluates daily needs and adjusts the standard deployment plan to meet the daily needs of the service district;

Responsible for daily guidance and direction of NightRide Student Transportation Programs; manage/oversee the student workers, vehicle issues, and programming;

Recruits, selects potential candidates for hire; trains, coaches and mentors selected staff to create a cohesive team of Ambassadors to represent the University of Cincinnati;

Ensures service expectations are being met through regular contact with customer; evaluates quality of services through measuring individual employee performances compared to expectations and overall program performance, making adjustments as necessary;

Interact with staff faculty, external agencies and other university departments; may actively engage business partners in discussions relating to safety issues and recommend processes for improvement and implement improvements as directed;

Utilizes a combination of reporting tools as directed by the Chief of Public Safety;

Take charge of the overall deployment of the Campus Safety team which includes being a “working” manager when needed to actively participate in the daily safety tasks and duties;

Other duties as assigned.

Minimum Qualifications

Bachelor’s degree with three (3) years’ experience; -OR- Associate’s degree with five (5) years’ experience; -OR- seven (7) years’ experience. Degree must be in Business Administration or related field. Experience must be related. Experience may also require at least one (1) year supervision.
Job Unusual Working Conditions

Must have the physical capacity to walk continuously during an eight hour shift, with normal breaks (two fifteen minutes, and one thirty minute meal break) and must be able to work outdoors in all conditions with provided inclement weather gear.

Updated 6-23-15 formerly Safety Ambassador