

Job Description: Physical Security Director

Classification:

The position of Physical Security Director is a full time position at Teleperformance. The individual assigned to this position will receive benefits afforded full-time employees as set fourth in the policies manual.

Hours:

8:00 a.m. – 5:00 p.m. Monday through Friday. Travel associated with this position will require occasional travel outside of normal hours or work days. The travel associated with this position could be as high as 15% and include international travel.

Summary of Responsibilities:

- Lead position which provides guidance and assistance to a world wide team
- Develop corporate physical security standards
- Develop audit procedures
- Facilitate audits on a quarterly basis for all Teleperormance World Wide locations
- Identify gaps in corporate standard policy and actual use at each facility
- Remediate gaps between actual use and corporate standard policy
- Evaulate new security equipment
- Develop and solicit RFP “Request for Proposal” for new purchases
- Provide safe transportation for executives and VIP customers
- Document key safety information and procedures at each facility world wide
- Leverage the Security Analyst at each facility World Wide to give you the person on the ground locally
- Hire and fire local security staff as needed
- Train local security staff
- Coordinate any and all physical security fraud investigations

Additional Duties:

- Assist the CISO as follows
 - Research security related technologies to keep ahead of best practices
 - Help manage various facility security related projects
- Occasional travel
 - Job will require limited international travel
- Attend training, education or development programs to assist in improved performance
- Any and all duties that may be assigned by supervisor(s)

Experience/Knowledge Required:

Candidates must have prior experience in physical security technologies including; various card key access systems, alarm systems, video survelance systems, security guard services, bio-metic access systems and various other related systems. Candidates must

have experience with best practices including; card key assignment and granting of access on a need to know basis, temporary access procedures, guest access procedures, sign in sign out procedures, exception handling procedures, contractor access procedures, daily surveillance and auditing procedures and various other best practices. Candidates must have solid experience and best practices related to fraud investigations. Candidate must have an excellent ability to research any topic efficiently. Candidate must understand and be familiar with current industry and market trends related to physical security. Candidate must be proficient with Microsoft Office tools including Outlook email, calendaring appointments, Visio and Excel spread sheets. Candidate must be proficient with web applications and have the ability to work within Microsoft Sharepoint. Candidate must have strong communication and technical writing skills.

Minimum Requirements:

- Bachelor degree in Law Enforcement or related related business field of study
- 5 or more years industry experience
 - At least 2 or more years in a physical security leadership role
 - Law enforcement experience is preferred
- Candidate must have strong communication skills and clear English speaking capabilities
- Preference will be given to bilingual candidates who are fluent with both English and Spanish