

Community Safety Manager

Reports To: Executive Director

Supervises: Full-Time Security Staff; oversees external contracted security services

Location: Delmar DivINe, St. Louis, MO

Status: Full-Time, 100% In-person at Delmar DivINe



About Delmar DivINe

Delmar DivINe is an innovative, multi-use initiative that provides co-location opportunities for nonprofit organizations alongside a range of shared support services for both tenants and the broader St. Louis community. It aims to stimulate new collaborations between academic, nonprofit and public sector partners while addressing the longstanding disadvantages and disinvestment in communities north of Delmar Boulevard. Learn more at delmardivine.com.

Delmar DivINe is committed to maintaining a campus that is safe, welcoming, and accessible for tenants, employees, residents, program participants, visitors, and community members.

Position Overview

The Community Safety Manager leads the day-to-day safety and security operations of the Delmar DivINe campus while maintaining a highly visible, approachable, and customer service-oriented presence throughout the building. This is an **unarmed security position** with responsibilities that extend beyond those of a traditional security officer. The Community Safety Manager provides primary interior security coverage, actively circulates throughout the campus, manages security and access-control systems, oversees Delmar DivINe's contracted exterior security services, supervises part-time security staff, and leads emergency preparedness efforts.

As a key member of the Delmar DivINe operations team, the Community Safety Manager also serves as a building resource and concierge—developing strong personal relationships with tenants, assisting visitors, identifying operational concerns, and helping ensure that everyone who enters Delmar DivINe experiences the campus as both a safe and welcoming environment.

Key Responsibilities

Campus Safety & Security

- Maintain a continuous, visible, and mobile security presence throughout Delmar DivINe through regular foot patrols of entrances, common areas, shared spaces, parking and exterior areas, and other parts of the campus.
- Monitor campus activity and respond appropriately to suspicious activity, unsafe conditions, disturbances, alarms, access concerns, and other security or safety incidents.
- Respond to incidents using sound judgment, de-escalation, and established procedures, coordinating with police, fire, emergency medical services, property management, or other resources when appropriate.
- Support traffic flow, crowd management, building access, and security needs associated with events and periods of increased campus activity.
- Maintain accurate security logs, incident reports, and other documentation.
- Assist guests with mobility issues.
- Assist with event preparations as needed.

Security Systems & Vendor Management

- Manage and monitor Delmar DivINe's security cameras, access-control systems, alarms, and related technology.
- Serve as Delmar DivINe's primary day-to-day contact with the contracted security provider responsible for exterior and roaming vehicle coverage.
- Coordinate expectations, schedules, coverage needs, and communication with the contracted security provider and address service or performance concerns as they arise.
- Review incidents, patterns, and security needs with vendors and organizational leadership and recommend improvements to security practices, staffing, systems, or physical conditions.
- Coordinate security coverage for special events, evenings, weekends, and other periods requiring additional support.

Building Concierge & Operations Support

- Serve as a familiar, approachable resource for tenants, employees, visitors, program participants, and community members throughout the campus.
- Provide directions, answer questions, assist visitors, and help connect individuals with the appropriate tenant, space, service, or staff member.
- Develop positive relationships with tenant organizations and become familiar with normal campus activity to recognize and respond appropriately to unusual circumstances.
- Provide occasional coverage for the Front Desk Administrator as needed, including greeting visitors and supporting basic visitor and building-access functions.
- Work closely with the Property Manager, Front Desk Administrator, Events & Operations Manager regarding building access, events, visitors, operational concerns, and safety needs.
- Identify and communicate maintenance, janitorial, access, or other operational issues observed while circulating throughout the campus.
- Assist with event preparations and execution as needed.

Supervision & Administration

- Supervise part-time security staff, including scheduling, training, establishing expectations, providing feedback, and ensuring consistent coverage and procedures.
- Coordinate staff and contracted security schedules to provide appropriate coverage for regular operations, programs, special events, and occasional evening or weekend needs.
- Help develop and maintain campus safety and security policies, procedures, post orders, and other operating standards in collaboration with the Executive Director and Property Management.
- Participate in staff meetings and other meetings or events as appropriate.
- Perform other related responsibilities as organizational needs evolve.

Emergency Preparedness & Crisis Management

- Lead Delmar DivINe's emergency preparedness and crisis response planning in collaboration with organizational leadership, property management, tenants, and public safety partners.
- Develop, maintain, and regularly review procedures for emergencies including fire, severe weather, medical incidents, building evacuation, security threats, and other potential emergencies.
- Coordinate emergency drills, training, and communication to help ensure staff and tenants understand appropriate procedures.
- Maintain key emergency contacts, response protocols, and safety documentation and recommend changes based on incidents, drills, emerging needs, and best practices.
- Serve as a primary on-site resource during emergencies and help coordinate and communicate an organized response until appropriate emergency personnel arrive.

Qualifications

- Professional experience in security, public safety, campus safety, law enforcement, emergency management, or a related field, preferably 8-10 years.
- Demonstrated sound judgment and ability to remain calm, observant, and effective when responding to security concerns, emergencies, conflict, or unexpected situations.
- Prior knowledge of safety regulations, crisis management or emergency protocols, security procedures, etc.
- Experience supervising staff, coordinating security personnel, or managing contracted security services preferred.
- Familiarity with security cameras, access-control systems, alarms, incident reporting, and related systems.
- Strong interpersonal and customer service skills with the ability to be both authoritative when necessary and friendly, approachable, and helpful in everyday interactions.
- Strong communication and organizational skills and the ability to work collaboratively with tenants, staff, vendors, visitors, community members, and public safety personnel.
- Commitment to maintaining a safe, respectful, welcoming, and inclusive environment for the diverse community served by Delmar DivINe.
- Experience and training related to conflict de-escalation.

Working Conditions & Special Considerations

- This is a full-time position based on-site at Delmar DivINe. Occasional evening and weekend work is required, particularly for special events, emergencies, or coverage needs.
- The position requires significant time walking and standing throughout the campus, including regular use of stairs and movement between indoor and outdoor areas.
- Must be able to respond quickly throughout the campus when safety or security concerns arise and work effectively in stressful or emergency situations including the ability to stretch and move weight bearing joints in the process of bending, stooping, kneeling, or reaching to assist an injured person.
- This is an unarmed security position.
- Must be eligible to obtain a private security license through the City of St. Louis: <https://slmpd.org/privatesecurity/>

Salary Range/Benefits:

This position is full-time, exempt. The pay range is \$50,000-\$60,000, with eligibility for vacation, personal time, and holiday benefits, as well as health, vision, and dental insurance.

Application Information:

Delmar DivINe considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

Applications will be accepted until October 2, 2026, or until the position is filled. Interviews are ongoing. Interested applicants should send cover letter and resume to mike@delmardivine.com.