

Title: Coordinator, Corporate Security Operations Center
Req. #: 2845
Location: Grand Rapids, Michigan

About Steelcase Inc.

Inspired by over 100 years of insight, Steelcase leverages the power of place to offer a comprehensive portfolio of workplace, healthcare, and education products, furnishings and services to serve the world's leading organizations. Founded in 1912, Steelcase is the global leader in enhancing how people work, heal, and learn.

We're a globally-integrated organization with over 10,000 employees around the world. Our employees are our greatest asset, who showcase a strong commitment to integrity and doing the right thing for their customers, employees, business partners, associates and neighbors.

Description:

Analyzes multiple global reporting platforms and initiates the appropriate communication process in support of the global crisis management system. Assists the Steelcase Executive Team in carrying out all requests to support and resolve crises impacting the enterprise. Responsible for the daily activities of local security force and provides direction during local incidents including critical physical threats, fire, medical, and chemical emergencies. Oversees the daily work of the operators who support the GSOC in monitoring life-safety, access control, and video systems.

Skills/Abilities:

- Conduct ongoing accurate audits of systems to determine proper functionality
- Ensure best practices are being implemented for security policies and procedures
- Ability to work independently
- Demonstrated ability to communicate both verbally and through written media within all levels of the enterprise.
- Proficiency in Microsoft office products and ability to operate company computer systems including critical fire/life/security/safety programs
- Ability to monitor, analyze, and resolve safety and security issues
- Demonstrated ability to work in a team environment while leading or participating in additional projects, assignments, or initiatives.
- Ability to coach, mentor, and achieve results through others.
- Proven ability to recognize and protect sensitive company information.
- Proven ability to organize and complete work in a fast paced and often stressful work environment

Education/Experience:

- Minimum one year experience working in a customer service call center, security operations center, or police/fire dispatch center
- Technical training in security operations or an Associate's Degree in a related field strongly preferred
- Preferred past experience supervising the work of others

Please contact Stephanie Kirt DeVries at 616-796-5634 or forward your resume to sdevrie1@steelcase.com -

Steelcase strongly supports a diverse workplace and welcomes all applicants. Steelcase offers a comprehensive salary and benefits package, including profit sharing. To learn more about our company, visit our website at www.steelcase.com.