

CRYSTAL R. JACKSON

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EXPERTISE

SECURITY OPERATIONS

CRISIS MANAGEMENT

INVESTIGATIONS

INCIDENT COMMAND
SYSTEMS (ICS)

CLOSED CIRCUIT
TELEVISION (CCTV)

ACCESS CONTROL
MANAGEMENT

LEADERSHIP
DEVELOPMENT

ENGAGEMENT &
MOTIVATION

EDUCATION

BACHELOR'S DEGREE
CRIMINAL JUSTICE
West Virginia State University

PROFILE

A high energy, results-oriented individual with excellent organizational and leadership skills with the ability to interact with a diverse group of people. Proven leader with experience developing and maintaining professional relationships.

EXPERIENCE

ASSISTANT DIRECTOR, OFFICE OF SAFETY AND SECURITY

COLUMBUS CITY SCHOOLS – 889 E. 17TH Ave

Columbus, Ohio 43211 2021- Present

- Supervise the day to day activities of the Safety and Security Supervisors that are assigned to each of the six regions. Hire, train, counsel and evaluate staff performance.
- Oversees 146 Safety and Security Specialist that are assigned to each region.
- Monitor, review, approve all krono time sheets, overtime, leave request for all employees.
- Interview applicants, work with Human Resources and the Neo.gov database for the hiring purposes for new staff.
- Investigates and holds hearings for any staff under investigation and makes unbiased recommendations.
- Work with District Leadership, Community Partners, Staff as a collaboration for any programs that can benefit the youth.
- Oversees the master Position Control of the Office of Safety and Security.
- Creates all Master Schedules for all Extra Curricular Activities for the district.

SUPERVISOR, OFFICE OF SAFETY AND SECURITY

COLUMBUS CITY SCHOOLS - 889 E. 17th Ave,

Columbus, Ohio 43211 October 2017 – 2021

- Supervise the day to day activities of the Safety and Security Supervisors that are assigned to each of the six regions. Hire, train, counsel and evaluate staff performance.
- Work collaboratively with Human Resources in the New Hire process with the Neo.gov system for the Safety and Security Department. Reviews and conducts interviews for all candidates applying for positions within Safety and Security
- Work collaboratively with building principals and administrators to help eliminate all disruptions and safety threats contributing to an unsafe learning and working environment before, during and after school.
- Work collaboratively with Columbus Police and Fire Departments, Department of Homeland Security, Ohio Department of Education and other local support agencies to ensure school safety, coordinate, plan and develop appropriate responses during school emergencies and critical incidents.

SAFETY AND SECURITY SPECIALIST, SAFETY AND SECURITY SERVICES

COLUMBUS CITY SCHOOLS – 889 E. 17TH Avenue,

Columbus, Ohio 43211 August 2009 – November 2017

- Ensured safety, security and wellbeing of all students, staff and buildings of the Columbus City School district.
- Work with all principals and administrators to ensure emergency drills, school safety plans, and safety protocols are adhered to and reported as directed by local, state and federal agencies.
- Develops and maintains appropriate communication and relationships with building principals, union personnel, student service departments, law enforcement, social service and other local support agencies.
- Responded to emergency situations; determined and coordinated an appropriate course of action until the designated department supervisor or public safety official reported to the scene.
- Provided crowd control before, during and after of the day for each district event.
- Wrote reports and memos regarding investigations and incidents; interviewed witnesses and victims of incidents; maintained documentation;
- Investigated reports of gang/drug activity, weapons, assault, bullying, harassment, sexual misconduct, theft, vandalism, arson of school facilities.
- Monitored and reviewed Closed Circuit Television for all safety concerns and investigations.
- Conducted house checks, wellness checks for students and staff.

E X P E R I E N C E

- Work with all principals and administrators to ensure emergency drills, school safety plans, and safety protocols are adhered to and reported as directed by local, state and federal agencies.
- Develops and maintains appropriate communication and relationships with building principals, union personnel, student service departments, law enforcement, social service and other local support agencies.
- Provides direction and oversight of all district safety and security staff. Coordinates scheduling and staff assignments to ensure adequate staff coverage before, during and after school, athletic contests and district sponsored events.
- Responsible for front line supervision of the Safety and Security Specialist in schools and throughout the school district.
- Coordinates and schedules all security coverage in collaboration with school principals, administrators and other district officials before, during and after school and all school sponsored events when requested.
- Monitor and enforced security policies and procedures, developed and implemented departmental protocols and practices which contributed to the overall safety of students, staff throughout the district.
Monitor safety and security performance, complete annual performance evaluations, provide training, counseling, and perform timekeeping duties for all security staff and approves kronos for each staff.
- Review district CCTV requests for information, district alarm reports, and electronic monitoring system.

- Meet with departmental leadership and compose written reports outlining progress and concerns regarding building level safety concerns and best practices.
- Review all incident reports and analyze department data to identify trends and issues. Develop protocols to address areas of concern and disruptions throughout the district.
- Attend internal and external meetings, participate in community forums, meetings and events.
 - Act on behalf of the Director in their absence.

TRAINING

- Management Training for Women and Minorities, Denver, Colorado
- Department of Homeland Security Bomb Training, New Mexico
- Department of Homeland Security Terrorist Training, New Mexico
- Department of Homeland Security Chemical, Ordnance, Biological and Radiological Training, Alabama
- Emergency Management Incident Command Systems - 300
- Emergency Management Incident Command Systems - 400
- Traffic Crash Investigation Training Columbus, Ohio
- Crisis Management for School-Based Incidents for Key Decision Makers, FEMA
- Policing The Teen Brain
- Restorative Practice
- Positive Behavior Interventions and Support (PBIS)
- Trauma Enforced Care
- Reimagine Juvenile Justice
- Leadership Training, Franklin University Dr. Chenelle Jones.

References available upon request