

# Security Officer (Unarmed)



## General Summary of Classification:

Provides a visible security presence by conducting interior and exterior checks of an assigned facility on-foot during an assigned shift; conducts security checks of assigned buildings, properties, or areas by use of County vehicle and by foot during an assigned shift; recognizes, observes and reports all unusual and suspicious persons, activities and circumstances promptly; accurately prepares detailed reports and work orders; performs related duties as assigned.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Conducts thorough interior and exterior checks security, identifies and reports all unusual and suspicious persons, activities, circumstances, incidents and urgent or emergency situations promptly, prepares accurate detail documentation such as work orders and incident reports, and collaborates effectively with appropriate authorities on resolution;
- Interacts professionally with all levels of County employees and provides appropriate assistance and information in a variety of circumstances and addresses security related concerns;
- Responds to building emergencies as dispatched or requested and aids First Responders as needed or requested;
- Monitors contractual cleaning crews in areas for security and safety measures.
- May be the initial point of contact for visitors, provides directions and information on County services as needed;
- Attends all scheduled meetings and required training and maintains any required certifications.
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Exercises good sound judgement in emergencies; consistently demonstrates sound knowledge of security techniques and practices; demonstrated ability to interpret and apply laws, regulations, and policies accurately and consistently; ability to remain alert with a keen awareness of surroundings and circumstances; demonstrated ability to accurately compile data and provide accurate detailed reports and information as needed.
- **Technical:** Basic computer skills with the ability to use computer and typical business software, proprietary software and applications, and various two-way radio and wireless technologies for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Routinely demonstrates good oral and written communication skills; expresses ideas clearly and concisely to diverse populations including all levels of County employees and the public; excellent collaborative skills with an ability to work independently and as part of a team; remains courteous yet firm in all interactions with the public; utilizes verbal de-escalation tactics effectively; establishes and maintains positive working relationships with security staff as well as all levels of County employees and the public
- **Decision-making and Authority:** Routinely exercises appropriate amount of tact, discretion, and good judgment; routinely displays sound critical thinking and problem-solving skills; resolves a wide variety of issues appropriately within established policies and procedures; appropriately escalates unusual incidents, activities, and urgent or emergency situations.
- **Leadership:** Represents the County appropriately in all interactions with all levels of County employees and the public; routinely demonstrates personal accountability; provides excellent and appropriate customer service in all interactions.
- **Environment:** May be assigned to a stationary post or assigned roving security duties working primarily from an assigned vehicle; may perform duties in a wide array of indoor and outdoor locations and weather conditions, including adverse and extreme conditions; may encounter vandalized properties or unauthorized persons on premises being monitored; upon successful completion of required training will to be assigned to a fixed shift schedule with rotating days off.
- **Physical:** Visual and hearing acuity sufficient to recognize and report unusual circumstances; good observation and memory skills with strong attention to details; physical condition and capabilities sufficient to perform assigned duties in a wide array of duty-related locations under varying conditions as needed; ability to safely operate a vehicle.

## Minimum Education and Experience:

**Education:** Graduation from high school or GED;

**Experience:** One (1) year of relevant security or public contact service experience preferred;

**OR:** Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

## Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license with a safe driving record to perform assigned duties at various locations Countywide.
- Must successful complete all required Security Training required for this position.
- Must maintain valid Basic First-Aid, Adult CPR/AED Certification.
- Completion of Crisis Intervention Training, or ability to successfully complete the training within one year of date of hire.
- No felony convictions.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.