

CITY OF GLENDALE

TITLE: Security Officer CLASS CODE: 914

REPORTS TO: Security Coordinator GRADE: 16

DEPARTMENT: Facilities Management FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Provides security for City facilities, enforces rules and regulations and answers questions and provides information to the public.

ESSENTIAL FUNCTIONS:

1. Patrols City buildings, parking areas and grounds in designated areas to observe unusual behavior and to prevent vandalism.
2. Enforces established rules and regulations and answers questions and provides information to the public.
3. Observes activities at assigned locations and notifies the Police Department of any emergencies or suspicious activity.
4. Performs customer service assistance such as locating and/or directing people at City facilities.
5. Investigates and resolves customer security related complaints.
6. Analyzes customer service needs and provides reports to supervisor for evaluation.
7. Operates portable radio and/or phone to maintain contact with Public Safety.
8. Records and reports deficiencies related to the facilities assigned, such as safety hazards and security lighting.
9. Receives and investigates security related complaints.
10. Analyzes and reacts to emergency situations.

SECONDARY FUNCTIONS:

11. Performs other related duties as assigned

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Industrial security practices.
Electronic security alarms and systems.

Skill in:

Analyzing and reacting to emergency situations.

Ability to:

Handle encounters with irate or hostile individuals.
Identify hazardous or unsafe conditions or behaviors.
Develop and maintain effective working relationships with City staff and the public.
Effectively communicate orally and in writing.

WORKING CONDITIONS:

Exposure to varying weather conditions; extensive walking. Occasionally may encounter hostile or irate persons.

MINIMUM QUALIFICATIONS:

High school education and two years of experience as a security officer or police officer.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.
May be required to work evenings, weekends and holidays.