

CLASS SPECIFICATION
Security Guard

GENERAL PURPOSE

Under general supervision, patrols City buildings, grounds, parking areas and areas adjacent to City property to maintain order and security; facilitates communication between customers and staff to enhance understanding and promote a secure environment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents patrol City buildings, grounds and adjacent areas to maintain order and security and to prevent illegal acts. Incumbents are expected to notify City Park Rangers or Police in situations where it is necessary to apprehend or detain individuals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Patrols City buildings, grounds, parking areas and adjacent areas to maintain order and security and prevent illegal acts; circulates in and around City buildings and grounds and monitors customer conduct to prevent altercations, vandalism, theft and other illegal activities; escorts employees to their vehicles as needed.
2. Observes and checks visitors who appear to be loitering and determines appropriate action; opens, closes and secures facilities; checks security cameras to ensure they are working properly; operates a two-way radio as needed.
3. Facilitates communications between customers and City staff to enhance understanding, de-escalate situations and promote a secure environment; greets patrons, answers questions and provides directions as needed.
4. Observes and reports emergency situations to Park Rangers or law enforcement agencies; observes and reports hazards or maintenance or safety issues.
5. Prepares a daily log of patrol activities; prepare accident reports as needed.
6. Patrols and observes patrons at special events to provide for physical safety of people and to prevent fights, property damage and misconduct.

OTHER DUTIES

1. May assist in performing minor custodial work as needed.

QUALIFICATIONS

Knowledge of:

1. State and local law, rules and regulations applicable to assigned work responsibilities.
2. Principles and practices of conflict resolution.
3. Record-keeping and reporting techniques.
4. Basic investigation techniques.
5. Skills utilized to maintain positive relationships with adults.
6. Health and safety regulations.

Ability to:

1. Patrol and monitor City buildings, grounds, parking areas and adjacent areas to maintain order and security.
2. Assure customer and staff compliance with City policies and regulations.
3. Prepare records and reports involving incidents, accidents, vandalism and crime.
4. Interpret, apply and explain rules, regulations, policies and procedures.
5. Facilitate communications between customers and staff to enhance understanding and promote a secure environment.
6. Learn City organization, operations, policies and objectives.
7. Read and write English at a level required for successful job performance.
8. Understand and follow oral and written directions.
9. Communicate effectively both orally and in writing.
10. Observe and interpret situations and accurately determine effective courses of action.
11. Respond calmly in dangerous or potential crisis situations.
12. Use tact, discretion and courtesy in dealing with sensitive situations and with upset patrons.
13. Establish and maintain effective working relationships with staff, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and demonstrated experience working in public facility security or other related experience with heavy public contact; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Advanced First Aid and CPR certification is desirable.

Ability to speak Spanish is desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to walk, stand and sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; work on multiple, concurrent tasks with frequent interruptions; and interact with staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly works in outside weather conditions and the noise level is frequently loud.