



Career Service Authority

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Security Officer

GENERAL STATEMENT OF CLASS DUTIES

Patrols, monitors, and inspects all areas for any irregular or unauthorized activities or unsafe conditions.

DISTINGUISHING CHARACTERISTICS

This class performs first-line security duties at various city facilities. This class is distinguished from Security Supervisor which performs first-line supervisory duties over employees performing security duties.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

Level of Supervision Exercised:

May perform lead work on a job-by-job or rotating basis.

ESSENTIAL DUTIES

Monitors video and physical alarm systems, fire protection and HVAC systems, and radio traffic within the building.

Performs telephone reception duties, transfers calls, takes messages, and dispatches assigned security personnel.

Checks entire building each shift and secures points of entry, exit, and all interior areas.

Responsible for monitoring entry and exits and securing the building and lights at opening and closing.

Enforces patron and staff compliance with general safety and security rules and regulations, and performs CPR or renders first aid as necessary.

Investigates thefts and disturbances on property, detains suspects as necessary for search or arrest, and notifies supervisory personnel and police. May testify in court proceedings.

Reports fires, acts of vandalism, theft, illegal entry, and any other unauthorized or irregular activity to security supervisor.

Assists customers by providing facility, exit, and lost-and-found information.

Observes all common safety practices.

May assist in the coordination and checking of work completed by other employees for various short term projects.

Some positions may perform transport duties for business-related purposes and act as relief for shipping dock personnel.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Technical Competence - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Customer Service - Works and communicates with clients and customers (both internal and external customers) to satisfy their expectations. Committed to continuous quality improvement.

Reading - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Memory - Recalls information that has been presented previously.

Organizational Awareness - Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes the policies, procedures, rules and regulations of the work unit or organization.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Managing Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Manages and Organizes Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Knowledge of building safety and security sufficient to be able to respond to a variety of emergency and urgent situations.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe working environment.

Knowledge of CPR and first aid techniques sufficient to be able to perform lifesaving measures and render first aid when needed.

Skill in utilizing video and alarm system equipment.

Skill in communicating and presenting factual information related to the work assignment.

Skill in establishing and maintaining effective working relationships with other employees, organizations, and the public.

Skill in securing buildings with several points of entry.

Skill in understanding and applying oral, written, illustrated, or demonstrated instructions.

Skill in enforcing rules and safety regulations.

Skill in investigating information relative to the work assignment.

Physical Demands:

Lifting: raising or lowering an object 20 to 50 pounds.
Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Lifting: raising or lowering an object from one level to another.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force upon an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

Vision Requirements:

Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposed to infections and contagious diseases
Subject to injury from moving parts of equipment
Exposed to unpleasant elements (accidents, injuries, and illness)
Subject to varying and unpredictable situations
Handles emergency or crisis situations
Subject to many interruptions

Education Requirement:

Graduation from High School or possession of a GED Certificate.

Experience Requirement:

One year of experience working with security and safety issues, including reporting unauthorized activity or emergencies.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Requires possession of an Unarmed Business Guard License issued by the City and County of Denver at the time of employment.

Current certification in first aid and CPR by the American Red Cross required at the time of application.

Some positions may require possession of a valid Colorado Class "R" Driver's License at the time of employment.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 01/01/1999

REVISED DATE: 09/01/2003

REVISED BY: Ed Gietl

CLASS HISTORY