Security Officer Job Description

Primary Responsibilities
- Ensure the security, safety and well-being of all personnel, visitors and the premises
- Patrolling premises regularly to maintain order and establish presence
- Monitoring and authorizing entrance of vehicles or people in the property
- Immediately respond to emergencies to provide necessary assistance to employees and customers
- Protect the company’s assets relative to theft, assault, fire and other safety issues
- Assisting law enforcement with removing wrongdoers or trespassers from the area
- Provide excellent customer service
- Adhere to all company service, operating, and emergency standards
- Remain in compliance with local, state and federal regulations
- Follow procedures for various initiatives, including fire prevention, property patrol, traffic control and accident investigations

Job Summary
Security Officers are required to undertake the surveillance of premises and observe and report to provide protection to staff and visitors. Officers will be responsible for detecting any suspicious behavior and preventing vandalism, thefts or other criminal behavior. A security officer must be well-trained in surveillance and dealing with perpetrators. The ideal candidate will inspire respect and authority as well as possess a high level of observation.

The goal is to help the company in maintaining excellent working conditions by keeping our facilities safe and problem-free.

Essential Functions for Security Officers
In accordance with the Americans with Disabilities Act (ADA), the following list of essential functions is established as criteria for qualification to receive a conditional offer of employment and to maintain employment as a security officer with GardaWorld Security.

General Summary
The work of the security officer involves responsibility for the protection of life and property and prevention of crime in assigned areas or posts. Work performed may be at variable heights or elevations, or secluded, restricted, or confined areas that are above or below street level. Duties normally consist of routine patrol of an area. Work involves an element of personal danger. The employee must be able to exercise sound, independent judgment under stress. Assignments may include work in special tasks which call upon specialized abilities and knowledge possessed by the officer. Work assignments can be general or specific and instructions are received from a supervisor who reviews work methods and results through reports, personal inspection and discussion.

Duties & Responsibilities
- Crime Prevention and Investigation
  - Assigned to a fixed post or performs preventive patrol in an assigned area
  - Continually observes for criminal activity, safety hazards, persons needing assistance
• Becomes and remains familiar with patrol areas, geographic locations, routines, potential problem areas
• Conducts security inspections and surveys of buildings and makes recommendations regarding security
• Handles inquiries made by the public and clients
• Collects information and either acts upon it if within the scope of his/her authority or routes it to the proper authority or agency
• Conducts searches of person, vehicles, places and things
• Controls, regulates and directs vehicular and pedestrian traffic

• Miscellaneous Order Maintenance
  • Deals with domestic disputes and other interpersonal conflicts
  • Responds to specific requests for ambulance/fire service and assists as needed
  • Investigates reports of lost and found property
  • Assists persons in distress and need

• Organizational Support
  • May perform desk duties, including telecommunications (telephone, computer terminal, radio), processing reports
  • Attends training as assigned
  • Prepares clear, accurate and complete reports on all activities as required

Work Characteristics/Conditions

• Scheduling
  • Security officer positions involve regular and irregular shift work and shift rotations necessary to provide security services 24 hours a day, 7 days a week, 52 weeks a year (weekends and holidays included).
  • Work shifts are normally eight (8) or ten (10) hours in duration but may be extended in the event of emergency, disaster, manpower shortage, workload or work-in-progress. High percentage of attendance, on-time arrival to work and ability to work overtime when necessary are required.

• Environmental Factors
  • Security officer positions involve exposure to and may require the officer to function in the presence of the following:
    ▪ Exposure to computer screens
    ▪ Temperature controlled environment
    ▪ Inclement weather, to include extreme heat/cold, rain, snow, wind, etc
    ▪ Light conditions associated with day and night
    ▪ Fire, smoke - as close proximity as necessary to provide emergency services
  • Personal danger, including but not limited to:
    ▪ Armed and/or dangerous persons
    ▪ Persons and/or articles with contagious/communicable diseases
    ▪ Hazards associated with natural and man-made disasters
  • Biological substances, toxic materials and noxious odors;
  • Use of personal protection equipment
• Infectious Diseases
  o Because security officers may be called upon in adverse conditions to come into physical contact with others, GardaWorld will not knowingly expose citizens or other employees to an employee infected with a contagious disease that poses a direct threat to others.
  
o Decisions regarding infectious diseases will be based on reasonable medical judgments given the state of medical knowledge about: a) the nature of the risk (how the disease is transmitted), b) the duration of the risk (how long is the carrier infectious), c) the severity of the risk (what is the potential harm to third parties, and d) the probability that the disease would be transmitted and will cause varying degrees of harm. (School Board of Nassau County v. Arline, 480 U.S. 273, 107 s. Ct. 1123, 1987).

Physical Abilities
GardaWorld has a strong interest in promoting confidence with the public by having our employees maintain a uniform, professional appearance and image. Uniforms, equipment items and personal appearance are regulated in the GardaWorld Team Handbook, under “Uniforms and Appearance.” All security officers must be able to wear and effectively utilize all issued items of uniforms and equipment as specified in the GardaWorld Team Handbook, regardless of assignment.

• Motor Skills/Flexibility
  The security officer position requires the employee to have and maintain the physical and mental ability needed to:
  o See, read and understand policy and procedure manuals, reports, memorandums and other written materials
  o React and move rapidly from a sedentary to active condition in response to environmental or duty-related situations or events
  o Operate and qualify with the issued firearms, utilizing both hands, as well as each hand individually (when applicable)
  o Hear spoken or recorded information
  o Speak in a clear, concise and audible manner
  o Respond to a physical attack and possess the ability to escape the attacker and/or summon aid and/or restrain individual
  o Assume a variety of bodily positions and postures possibly for long periods of time to include sitting, standing, bending, reaching, leaning, pushing, pulling, grasping, turning, twisting, lifting and walking
  o Operate all equipment within the position, such as telephones, security systems, audio/visual devices, computer or workstation keyboards, mouse, calculators, copy machine, FAX machine and hand-held equipment
  o Discern colors as they are applied in traffic safety situations (electric signals, signage, vehicles and clothing descriptions, etc.)
  o Walk up or down
  o Adequately judge distances
  o Perform required duties for extended periods of time to include time worked in excess of the normal daily day shift or rotating shift work
  o See, read and recognize obstacles in a variety of normal and/or emergency environments.
  o Have vision that is correctable to maintain security license
- **Communicative Skills**
  The security officer position further requires the employee to have and maintain the physical and mental condition needed to:
  - Listen, understand, remember, summarize, convey and retain basic instructions and detailed information
  - Speak, read and write the English language in a clear, understandable fashion
  - Verbally provide accurate information
  - Reasonably identify and display basic non-verbal communications (body language)
  - Effectively relate to or communicate with a variety of personality types in-person or during interpersonal contacts.

- **Judgment/Decision Making Ability**
  The security officer position requires the employee to have the ability to:
  - Comprehend and implement verbal and written instructions
  - Not share sensitive or confidential information with unauthorized positions
  - Apply reasoning skills when confronted with circumstances requiring discretionary decisions
  - Have good problem-solving skills
  - Establish priorities and construct subsequent plans when investigating incidents or events
  - Formulate and carry out an appropriate course of action for a given situation for which no specific rule or procedure has been established
  - Apply theory-based instruction or training to actual incidents/situations
  - Handle situations firmly, courteously, tactfully and impartially
  - Retain and retrieve information furnished in the form of policies, bulletins, verbal reports, training keys, etc.
  - Be capable of receiving and giving instructions, sometimes in an emergency situation

- **Emotional Psychological Stability**
  The security officer position requires the employee to have the emotional and psychological stability required to:
  - Establish and maintain effective working relationships with supervisors, coworkers, employees of other public safety and emergency organizations and the public
  - Cope with and perform day-to-day duties under the principles of discipline
  - Maintain self-control when receiving constructive criticism and/or being ridiculed
- Continue performing all required tasks at a professional level when faced with unpleasant and/or emergency circumstances

**Additional Requirements**

- Pass an extensive background screening which includes, but is not limited to, criminal background checks (local, state and federal), drug test, aptitude tests, skills assessment, interviews, and personality profile (behavioral assessment)
- Knowledge of legal guidelines for area security and public safety
- Familiarity with report writing
- Excellent surveillance and observation skills
- Tech-savvy with experience in surveillance systems
- Trained in First Aid/BLS and self-defense
- Obtain and maintain registration as a licensed security officer in the appropriate municipality/state
- Must possess at least a high school education or equivalent (GED)
- Must be at least 21 years of age or older as required by applicable law or contractual requirements
- Legally authorized to work in the United States