

MUNICIPAL SECURITY OFFICER

JOB DESCRIPTION

Classification Responsibilities: A Municipal Security Officer is responsible for providing security at municipal facilities and surrounding premises. The responsibilities include patrolling and observing the activities of persons in and around City buildings, grounds, and parking lots, and monitoring security systems including Closed Circuit Television (CCTV), intrusion, fire, and duress alarms. The work involves: responding to security situations and alarm calls; assessing the problems and bringing about a resolution; manning a visitors' desk to prevent unauthorized access to restricted areas, answering routine inquiries, logging entries, and directing visitors to appropriate areas; escorting personnel from buildings after normal business hours; and performing security checks. A Municipal Security Officer enforces correction of infractions through verbal warning, expels unruly persons, and notifies proper authorities. Of utmost importance is the ability to write clear, concise, and accurate reports that includes daily usage of a computer for preparation of logs, and field contact reports of incidents that occur; operate a vehicle to patrol facilities at various locations; operate a magnetometer and screening equipment; complete criminal records check and Livescan (fingerprinting); and comprehend and make inferences from written materials in order to interpret and enforce rules, regulations, and City ordinances relating to municipal security. This class performs related duties as required.

Distinguishing Features: The Municipal Security Officer is a civilian classification. The public contact component of the work requires exercising initiative, tact, and good judgment in resolving security issues. Duties are performed under guidelines set forth by department regulations and appropriate City ordinances. An employee in this class is required to use appropriate safety equipment and procedures in performing assignments. Supervision is received from the Municipal Security Shift Supervisor assigned to the Police Department. This class is FLSA nonexempt.

Communications Center Assignment: Answers and evaluates incoming calls from Municipal Security Officers and dispatches police personnel as appropriate; enters data into a computer as it is being received; and monitors security systems which include CCTV.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. At least one year of experience as a security officer, police officer, or military police officer. Certification of a typing speed of at least 35 net words per minute (*Communications Center Assignment*).

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to successfully complete a psychological evaluation. Successful completion of the field training program is

required before assignment to a post. Candidates given a conditional job offer will be required to pass a psychological evaluation and hearing test (*Communications Center Assignment*).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience with computer data entry, fingerprinting, and bilingual (English/Spanish) skills are preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates in person and by radio. Explains, interprets, and requests compliance with the City of Mesa policies, workplace security, wearing identification badges, workplace violence, departmental rules, security detail procedures, and City ordinances relating to municipal security. Mediates, disputes, and refers matters of enforcement to sworn officers. Prepares written documents, such as a daily log and reports of incidents that occur.

Communications Center Assignment: Answers and evaluates incoming calls to determine whether police personnel should be dispatched. Enters information into a computer system.

Manual/Physical: Patrols City premises and facilities to provide security, and visually observe activities of persons in and around municipal buildings. May operate a vehicle requiring a standard Arizona Driver's License to patrol facilities at various locations. Detects audible signs of alarm or warning in order to respond to, check out, report, and correct situations related to municipal security. Observes the behavior of people and monitors their actions for compliance with rules, regulations, and City ordinances related to municipal security. Visually monitors CCTV for suspicious activity. Monitors fire and panic alarms. May escort personnel from buildings after normal business hours. Works in a variety of weather conditions while performing security work outdoors.

Communications Center Assignment: Enters information into the Computer Aided Dispatch (CAD) computer system. Types at a minimum sustained rate of 35 net words per minute.

Mental: Analyzes situations to determine if there is suspicious activity requiring sworn officers to respond. Determines effective resolutions to problem situations related to security. Comprehends and makes inferences from written materials in order to interpret and enforce rules, regulations, and City ordinances relating to municipal security. Learns job-related material through verbal instruction and in a classroom setting.

Communications Center Assignment: Officers assigned to the Communications Center also are trained on the CAD system.

Knowledge/Skills/Abilities:

Knowledge of:

security techniques and practices.

Skill in:

security observation; and
operation of a computer, and utilizing Microsoft Office software and databases.

Ability to:

work independently;
prioritize assignments;
react quickly and efficiently in emergency situations;
anticipate and solve problems on a daily basis;
work safely without presenting a direct threat to self or others;
communicate both verbally and in writing;
understand and follow verbal and written instructions;
learn and apply routine security surveillance techniques and principles;
acquire a working knowledge of various rules, procedures, and ordinances related to security;
prepare clear, concise, and accurate written reports;
analyze situations quickly and objectively;
deal effectively with all segments of the public in stressful situations requiring tact, diplomacy, and
sometimes firmness; and
establish and maintain effective working relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/17

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EEO-PSW

JOB FCTN-PUB

INCREMENTS 62-200

PAY GRADE: 39

IND-7720

SWORN-No