

## MUNICIPAL SECURITY OFFICER TRAINEE

### JOB DESCRIPTION

**Classification Responsibilities:** A Municipal Security Officer Trainee learns to perform the full scope of duties of a Municipal Security Officer through a structured, on-the-job training program. This training will prepare the Municipal Security Officer Trainee to responsibly provide security at the Mesa Municipal Court, Mesa City Plaza (MCP) and surrounding premises. Duties that are learned include: patrolling and observing activities of persons in and around the City buildings, grounds, and parking lots; 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 unruly customers from courtrooms at the direction of a Magistrate; and performing security checks. A Municipal Security Officer Trainee is able to 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 duties as required.

**Distinguishing Features:** This is a civilian trainee class and employees in this classification do not have the authority to carry a weapon or make an arrest. Training is received on-the-job and requires learning and applying specific knowledge and skills obtained relating to security. As training progresses, employees are required to demonstrate the ability to work independently and exercise good judgment. An employee in this class is required to use appropriate safety equipment and procedures in performing assignments. Supervision is received from a Municipal Security Shift Supervisor. Employees in this classification may progress by noncompetitive promotion to Municipal Security Officer after meeting the specific criteria-based promotion requirements and successful completion of the on-the-job training program. An incumbent who fails to complete the training and noncompetitive, criteria-based promotion may be transferred, demoted, or terminated. This class is FLSA nonexempt.

### 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. Good (1 - 3 years) public contact experience.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required.

**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.** Law enforcement, correction, and/or military experience is highly desirable. Bilingual (English/Spanish) skills are preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates first with a senior training instructor, and then as training progresses, with the general public, other City employees, court officials, and other City personnel, 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. De-escalates and refers matters of enforcement to sworn officers. Prepares written documents such as a daily log and reports of incidents that occur.

**Manual/Physical:** Patrols City premises and through facilities to provide security and visually observe activities of persons in and around the courthouse and MCP. May operate a vehicle requiring a standard Class D Arizona Driver's License to patrol facilities at various locations. Detects audible signs of alarm or warning in order to respond to, investigate, 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. Responds on foot, quickly to courtroom or other areas of the courthouse and MCP where incidents and/or emergencies are occurring.

**Mental:** Learns job related material through verbal and on-the-job training based on the Municipal Security Field Training Manual site-specific protocols. 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.

Knowledge/Skills/Abilities:

Knowledge of:

security techniques and practices; and  
basic public relations techniques.

Skill in:

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

Ability to:

learn the operation and services provided by the Municipal Security Unit;  
acquire a working knowledge of various rules, procedures, and ordinances related to security;  
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;  
prepare clear, concise, and accurate written reports;  
analyze situation 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.

New 2/24

TR/js/co

CS4102.DOCX (Full Time)

PAY GRADE: 40

CS4005.DOCX (Part-Time)

PAY GRADE: 40

EEO-PSW

IND-7720

JOB FCTN-PUB

SWORN - No

INCREMENTS 60-200