

SECURITY AIDE, 3199

Summary of Duties : Inspects City facilities for security or safety hazards, unruly patrons, or other unusual conditions; and does related work.

Distinguishing Features : Employees in this class are primarily responsible for providing limited security services at a stationary post or while independently patrolling City facilities. When encountering unruly patrons, Security Aides warn the patrons of the City regulation, policy, or ordinance violated and try to dissuade the patrons from such activities. In the event that their warnings are ignored, employees in this class do not physically eject or detain patrons but refer such problems to their supervisors for appropriate action. Security Aides do not carry arms, weapons, batons, or handcuffs and may not be in uniform. In addition to their security-related duties, employees of this class provide a variety of support services to the work unit in which they are assigned.

The class of Security Aide is distinguished from the class of Security Officer in that the latter wear uniforms and may perform the full range of building or facility security functions, may use physical force to detain patrons, and may carry batons, firearms, and handcuffs.

Examples of Duties : Patrols City facilities for safety, security, unruly patrons, or other hazards to the public or City employees; dissuades groups or individuals from vandalizing grounds or causing mischief; stops fights and disorderly conduct through persuasion; disperses unruly crowds; conducts guided tours of City facilities and provides information to school groups, tourists, patrons, and other interested visitors; stands post in a City facility to provide security and information to the public; acts as page or usher; acquires necessary supplies; opens, secures, and locks facilities; reviews punched tapes from portable security time clocks; reconciles discrepancies in punched tapes with written reports prepared by patrol officers; reloads time clocks with new tapes; operates elevators; prepares reports regarding unusual conditions observed.

May report the number of visitors to a facility for the day to the Security Office; may coordinate lost and found activities; may provide clerical assistance such as stacking and shelving books, assisting at circulation desks, and answering telephones; and may be required to transport election ballots during elections; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : General knowledge of security and safety policies and procedures; the ability to effectively and tactfully deal with the public; the ability to learn and communicate basic information regarding history and present functions of City government; the ability to operate elevators; the ability to use good judgment in handling extraordinary situations; the ability to prepare simple written reports; the ability to do routine clerical work such as filing, sorting, and record keeping; and the ability to follow written and oral instructions.

One year of experience dealing with the public is desirable.

Physical Requirements : Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; ability to stand or walk for prolonged periods; and good speaking and hearing ability.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.