

Security Officer (3181)  
Task List

1. Communicates orally with co-workers and supervisor using a telephone and/or two-way radio in order to receive and relay information.
2. Writes entries in daily field activity logs or by calling in at required intervals in order to document presence and keep record of patrol times and areas covered.
3. Writes and reads detailed material such as notes and reports on matters such as unusual conditions to be considered by the next shift, and completes reports of accidents or emergencies dealt with by the Security Officer, including personal injury, property damage, or theft to provide complete information to interested parties.
4. Responds to requests for information from visitors regarding City facilities by giving directions, answering questions, or directing the questioner's inquiry to the correct authority.
5. Monitors assigned work areas for security concerns by visually identifying suspicious individuals, broken locks, or other situations out of the ordinary, patrols and conducts walkthroughs of City facilities such as offices, maintenance yards, construction sites, recreation facilities, and other city-owned properties during working and off hours in order to prevent unauthorized entry, vandalism, property damage, theft and takes appropriate action in case of accidents or emergencies including but not limited to responding to arm or disarm alarms on City property in order to prevent and ensure the general security of those around.
6. Confirms appointment or other authorization via telephone or computer for persons arriving without passes to prevent entry of unauthorized persons into city-owned facilities.
7. Verifies and inputs records of entries to City facilities (manually or electronically) by requiring entrants to sign a log and/or by inspecting identification such as City or employer identification cards, passes, or license plate numbers to ensure that only authorized persons enter the facility and to maintain a record of visitors.
8. Observes assigned work area for possible safety violations of City and/or Department rules and regulations (e.g., doors standing open that should be closed, objects left in aisles and obstructing foot traffic) and checking to ensure that doors, gates, and windows are secure; fire doors are closed; and non-working elevators are cordoned off; in order to prevent accidents and ensure the safety of City employees, property and the public.
9. Enforces rules, laws, and regulations and takes action during emergencies (e.g., asking people to leave restricted areas, making announcements on a PA system, pointing out notices of restricted or limited access, standing or sitting in front of

doors or entrances to prevent passage) by using Department procedures, manuals, and/or other resource in order to provide the highest quality security support for the City, its facilities, and its personnel.

10. Maintains the safety and security of facilities by replacing displaced warning signs or other safety devices, evicting unauthorized persons, restricting access to areas where there are problems (e.g., accidents, injuries, spills), and/or directs pedestrians or vehicular traffic in order to facilitate work of other City employees and to maintain safe conditions in areas used by the public or in emergency situations.
11. Directs vehicular traffic when posted at entrances to a parking area or other facility where there is either considerable traffic or frequent movement of vehicles in order to ensure the safe and efficient flow of traffic.
12. Notifies supervisors, the Police Department, or the Fire Department as required in person or using a two-way radio in emergencies to ensure that information is available to interested and/or involved parties and that appropriate action is taken.
13. Directs emergency personnel to the site of an emergency and assists as requested, including directing proper evacuation routes, relaying information, and monitoring the site to keep it properly cordoned off in order to ensure that the emergency is dealt with as efficiently as possible.
14. Admits authorized City employees or other authorized persons to City facilities after normal working hours by unlocking gates and doors or by issuing and receiving keys to ensure the security of City facilities.
15. Investigates accidents or unusual occurrences by finding out what is missing, identifying characteristics of the crime, and examining means of entry and exit; or getting names and statements of witnesses in cases of accidents causing personal injury or property damage in order to provide complete information to supervisors, police, and other interested parties.
16. Responds to emergency calls or activated alarms in a vehicle, on foot, or on a bicycle, and takes appropriate action, such as crowd control, arrest, or keeping the integrity of a crime scene in order to ensure public safety.
17. Raises and lowers flags at specified times in order to have flags displayed as required by City and department policies and directives.
18. Detains persons who have committed crimes until the Police arrive to take persons into custody by keeping them under observation and physically restraining them when necessary, as well as securing areas where crimes have been committed in order to preserve evidence for Police investigation by means of locking doors or marking the area and preventing entry by unauthorized persons.

19. Escorts City employees upon request, including terminated or suspended employees, employees transporting money, or employees walking from the work area to their on-site transportation in potentially dangerous locations or situations to ensure their safety and protection.
20. In case of earthquakes or other major emergencies, assists Police, Firefighters, and other emergency workers in order to minimize the adverse effects of the occurrence for the City, its personnel, and the public.
21. Administers cardiopulmonary resuscitation or other appropriate first aid when needed for medical emergencies or other accidents.
22. Guides City personnel in emergency procedures such as evacuation routes, location of emergency supplies, or location of cut-offs for utilities, and uses the correct fire extinguisher or other methods for putting out and/or controlling fires in order to ensure their safety.
23. Cites or contacts appropriate authorities of vehicles or vessels violating municipal or state vehicle codes and department rules in order to secure property and restricted areas.
24. Testifies in court in cases regarding arrests, criminal activities, or other safety incidents in order to ensure accurate information is considered in a given case.
25. Responds to events where it may be necessary to de-escalate situations using arrest control, including use of pepper spray, baton, and handcuffs in order to ensure public safety.
26. Physically and visually inspects people, property, and vehicles prior to allowing access to City-owned and controlled buildings and property in order to ensure public safety.
27. Screens visitors entering City facilities by using metal detector wands, portals, or an x-ray machine to prevent entry of weapons or unauthorized items in order to maintain safety of the City's facilities and its personnel.
28. Operates CC TV system to monitor buildings and identify potential risks and prevent crimes such as vandalism, breaking and entering, and theft.
29. Submits service requests for maintenance, damage of City property, vandalism, persons experiencing homelessness, encampments, stored personal property, illegal dumping, bulky items and other requests, as well as closing out requests when satisfactorily addressed, in order to ensure the quality of City and public areas and property.
30. Safely operates City vehicles for patrol, transporting city employees and patrons, and other duties, as well as providing regular cleaning, washing and basic maintenance to vehicles and stations as necessary.
31. Safely approaches and assesses situations and individuals that may involve illegal activities such as substance abuse, domestic violence, human trafficking, and other sensitive circumstances, and exercises the discretion needed to resolve the situation or take the appropriate next steps to resolve the situation in order to ensure public safety.