### General Statement of Duties

Patrols, monitors, and inspects all areas for any irregular or unauthorized activities or unsafe conditions.

### Distinguishing Characteristics

This class performs first-line security duties at various city facilities. This class is distinguished from Security Supervisor which performs first-line supervisory duties over employees performing security duties.

### Guidelines, Difficulty and Decision-Making Level

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

### Level of Supervision Received & Quality Review

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

### Interpersonal Communication & Purpose

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

### Level of Supervision Exercised

May perform lead work on a job-by-job or rotating basis.

### Essential Duties

- Monitors video and physical alarm systems, fire protection and HVAC systems, and radio traffic within the building.
- Performs telephone reception duties, transfers calls, takes messages, and dispatches assigned security personnel.
- Checks entire building each shift and secures points of entry, exit, and all interior areas.
- Responsible for monitoring entry and exits and securing the building and lights at opening and closing.
- Enforces patron and staff compliance with general safety and security rules and regulations, and performs CPR or renders first aid as necessary.
- Investigates thefts and disturbances on property, detains suspects as necessary for search or arrest, and notifies supervisory personnel and police. May testify in court proceedings.
Reports fires, acts of vandalism, theft, illegal entry, and any other unauthorized or irregular activity to security supervisor.

Assists customers by providing facility, exit, and lost-and-found information. Observes all common safety practices. May assist in the coordination and checking of work completed by other employees for various short term projects.

Some positions may perform transport duties for business-related purposes and act as relief for shipping dock personnel.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

- **Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

- **Manages and Organizes Information** - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

- **Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

- **Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

- **Technical Competence** - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

- **Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

- Knowledge of building safety and security sufficient to be able to respond to a variety of emergency and urgent situations.

- Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe working environment.

- Knowledge of CPR and first aid techniques sufficient to be able to perform lifesaving measures and render first aid when needed.

- Skill in utilizing video and alarm system equipment.

- Skill in securing buildings with several points of entry.

- Skill in enforcing rules and safety regulations.

- Skill in investigating information relative to the work assignment.
Education Requirement
Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement
One (1) year of experience working with security and safety issues, including reporting unauthorized activity or emergencies.

Education & Experience Equivalency
A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification
By position, requires a valid Driver's License at the time of application.

Requires possession of an Unarmed Business Guard License issued by the City and County of Denver at the time of employment.

Current certification in first aid and CPR by the American Red Cross required at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment
Potential exposure to infections and contagious diseases.
Subject to injury from moving parts of equipment.
Potential exposure to unpleasant elements (accidents, injuries, and illness).
Subject to varying and unpredictable situations.
Handles emergency or crisis situations.
Subject to many interruptions.

Level of Physical Demand
3-Medium (20-50 lbs.)

Physical Demands
(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.
Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder. Pushing: exerting force upon an object so that the object is away. Pulling: exerting force on an object so that it is moving to the person. Climbing: ascending or descending objects usually with hands/feet. Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees. Crouching: bending body downward and forward by bending legs. Crawling: moving about on hands and knees or hands and feet. Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

Vision Requirements:
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus. Color Vision: ability to distinguish and identify different colors.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- By position, Motor Vehicle Record
- Licenses/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: N-609
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: