

SECURITY OFFICER SERIES

Code No.	Class Title	Occ. Group	Prob. Period	Effective Date	Last Action
4212	Security Officer	13 Protective Services	6 mo.	**/**/**	*
4213	Security Sergeant	13 Protective Services	6 mo.	02/15/2016	Add

Promotional Line: 375

Series Narrative

Employees in this series provide security services to campus or healthcare facilities. Typical duties include patrolling, responding to emergencies, maintaining premises security, and assisting patients, staff, students, and visitors. Their main job is to keep people and property safe in the area they are assigned.

Distinguishing Characteristics

The Security Officer is the first of a two-level series. Employees in this class are responsible for the security of facilities and property.

Employees in the Security Sergeant classification provide day-to-day oversight of Security Officers.

This series is different from the Security Guard Series in that employees in this series may respond to emergencies and provide assistance until public safety officials arrive. They may also need to use physical control techniques to keep people safe in crisis situations.

This series is different from the Police Series because employees do not have the power to make arrests. Instead, Security Officers and Sergeants mainly focus on enforcing rules and regulations rather than laws. Employees in this series do not carry firearms as part of their regular duties.

DESCRIPTIONS OF LEVELS OF WORK

Level 1: Security Officer **4212**

An employee at this level performs duties to protect property and ensure public safety. If serving in a healthcare setting, work may also include assisting medical professionals in caring for people who display dangerous, hostile, or combative behavior. They work under the general supervision of an assigned supervisor. The supervisor will provide instructions for new, difficult, or unusual assignments. Employees use initiative in carrying out recurring

assignments. A supervisor reviews work to make sure the employee is following instructions and established procedures.

Illustrative examples of work:

1. Looks for security concerns and safety issues by:
 - a. Patrolling buildings and grounds on foot or by vehicle to identify security breaches, safety hazards, and emergencies.
 - b. Monitoring electronic systems, including security cameras and alarm panels, to detect potential security concerns.
2. Responds to critical incidents, disturbance calls, and alarms to address emergencies. Provides first aid, CPR, fire suppression, evacuation direction, crowd control, and other assistance. Contacts police, fire, or other public safety professionals for assistance.
3. Enforces rules and regulations. Directs individuals away from unauthorized areas or unsafe conditions. Provides information, encourages voluntary compliance, and issues warnings and citations.
4. Completes records, forms, and reports.
5. Provides assistance and information to help with service-oriented needs. Gives directions, answers questions, provides physical escorts, and offers general assistance.
6. Controls access to authorized areas. Checks identification, issues identification badges, keeps access logs, and oversees access points. Conducts screenings to prevent prohibited items from entering a secure area.
7. Uses devices like two-way radios and public address systems. Announces emergency procedures and other information.
8. Uses de-escalation or defensive techniques. Responds to behavioral events and violent situations.
9. Searches for missing people or property.
10. Provides safekeeping of valuable or controlled items.
11. If assigned to a healthcare setting, assignments may also require:
 - a. Providing continuous visual and audible observation of people who may be at risk of harming themselves or others. May include transporting or escorting patients who

need constant security monitoring to other clinics or facilities by ambulance or medical transport vehicle.

- b. Applying or assisting with medical restraints, handcuffs, or other temporary confinement measures.

12. Performs other related duties as needed.

(A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

MINIMUM ACCEPTABLE QUALIFICATIONS

Level I: Security Officer

4212

Education, Experience, or Training:

1. High school graduation or equivalent
AND
2. Entry-level knowledge, skills, and abilities in public safety and security gained through one of the following:
 - A. One year of training or work experience in security, public safety, behavioral health, or a field that provides skills in the Knowledge, Skills, and Abilities listed below;
 - OR
 - B. Associate degree in security, public safety, behavioral health, or a field that provides skills in the Knowledge, Skills, and Abilities listed below.

Licensure or Certification Requirements

None

Knowledge, Skills, and Abilities

These are listed in alphabetical order:

1. **Access Controls:** You can use locks, access control systems, and other systems to protect entry points from unauthorized access and potential threats.

2. **Crowd Control Techniques:** You are familiar with techniques and strategies to manage and direct large groups of people in various settings. You can maintain order, ensure safety, and facilitate the smooth flow of individuals during events or emergencies.
3. **Customer Service:** You know how to provide customer service by giving directions, answering questions and concerns, and delivering other general assistance.
4. **De-escalation Techniques:** You are familiar with communication strategies, behaviors, and actions that are used to resolve conflicts and reduce verbal and physical aggression.
5. **Emergency Communication Systems:** You can use devices such as radios, sirens, and alert systems, as well as procedures, to communicate with emergency responders, the public, and others.
6. **Emergency Response:** You are able to respond to emergencies, including natural disasters, medical crises, and hazardous incidents, by carrying out safety protocols to protect lives and property.
7. **Enforcement Action:** You can enforce rules and regulations, such as parking restrictions and smoking restrictions. You can monitor compliance, identify violations, and apply corrective actions as needed.
8. **First Aid:** You are able to perform first-response activities like administering CPR and first aid and using a portable defibrillator (AED).
9. **Observation Techniques:** You can continuously observe an individual or location to ensure the safety and well-being of that person and others.
10. **Patrolling:** You know how to observe and monitor buildings and grounds on foot or by vehicle to ensure safety, security, and compliance with regulations. You can identify potential threats, gather information, and respond to incidents effectively.
11. **Physical Restraint Techniques:** You are able to apply methods that physically limit a person's movement. These methods are used to prevent a person from harming

themselves or others during a crisis. You also understand the legal and ethical considerations involved in these measures.

12. **Security Systems:** You are comfortable operating equipment, such as cameras, Closed-Circuit Television (CCTV) systems, and alarm panels, to identify safety threats, suspicious activity, emergencies, alarms, and similar incidents.

13. **Verbal Communication:** You can communicate effectively with a wide variety of individuals and groups by speaking clearly, actively listening, and asking relevant questions.

14. **Written Communication:** You can present written information in a clear and organized manner using proper grammar, punctuation, spelling, and formatting.