

Position Description

Position: Security & Public Service Officer
Reports to: Security & Public Service Management
Revision Date: January 2022
Classification: Hourly, \$15.00 per hour – Full-time, Afternoon



Position Description

The Security & Public Service Officer ensures the protection and safety of all physical assets of the estate; provides security and public assistance for visitors and staff; and represents Ford House as an ambassador to the public, exhibiting excellence in customer service performance.

Responsibilities

- Greet, direct, and interact with visitors, vendors and staff in a friendly, polite and welcoming manner.
- Provide directional assistance to visitors and vendors.
- Monitor secured entrance points onto the estate and control admittance of staff and visitors.
- Monitor, physically or electronically, buildings and grounds on a regular basis to ensure buildings are secure, systems (heating, lighting, sprinklers, security, etc.) are operating properly and that the estate buildings, collection objects, house furnishings, exhibits and office equipment are safe from loss or damage.
- Maintain various logs (shift, staff vehicle incidents, etc.).
- Respond, as necessary, to a variety of emergencies or disasters in order to preserve life and property.
- Operate company vehicles to patrol the estate.
- Perform general cleaning of security work areas and vehicles.
- Other job-related duties as required.

Uniform Requirements:

This position does require maintaining the provided uniform.

Qualifications/Education

- High school diploma or GED equivalent.
- Must be able to pass a background check and credit check.
- Minimum two years of related experience: either public safety officer with strong customer service or a customer service role.
- Must be able to work holidays.
- Valid driver's license and acceptable driving record.
- Basic computer skills (Microsoft Word, Excel, email).
- Take direction, acting quickly and effectively while exercising a calm demeanor and sound judgment, especially during highly charged emergency and/or emotional situations.
- Able to perform under stress when confronted with emergency, critical, unusual, or dangerous situations, or situations in which speed and sustained attention are vital.

- Able to extensively use telephones, multi-channel two-way radios and security alarm systems.
- CPR and First Aid trained, or willing to complete training (employer paid).
- Withstand extended periods of time standing, walking and climbing stairs, and work indoors/outdoors in all weather conditions.
- Must be able to lift up to 75 lbs.
- Willingness to work flexible hours as needed for events/programs.

Schedule:

- 8 hour shift
- Afternoon shift
- Weekend availability