

Control Security Services Job Description



Security Officer

| Reports To: | Supervises | FSLA Status / Pay Grade |
|-------------------------------------------------------------------------|------------|-------------------------------------------|
| Security Director Assistant Security Director Security Supervisor | None | Non-Exempt/ Grade determined by Contract. |

Working Relationships:

Internal Contacts:

Line Supervisors, Security Officers, and Corporate Control Security Services support staff.

External Contacts:

Mall Manager, property Department Managers, Security Director, Law Enforcement, Fire and Safety Agencies, Tenant and/or other contacts that may foster business opportunities of employer & client.

Purpose: To exceed customers satisfaction and expectations wholly and specifically as a security professional for Control Security Services. Security Officers will endeavor to maintain a safe and pleasant environment that defines the essence of customer shopping enhancement. This position is accountable for assisting tenants and mall personnel in loss prevention.

Principal Accountabilities: These include, but are not limited to the following:

- **PATROLS ASSIGNED AREAS:** discourage disruptive or disorderly behavior upon encountering it at the center. Patrol parking lot areas, as scheduled, to deter crime. Issues SPG or possibly municipal parking violation tickets. Operate and supervise Security Vehicles in compliance of company policies and procedures. Investigates suspicious activities in mall common area. Reports store hour violations. Work scheduled hours as required (some overtime may be required).
- **RESPONDS TO TENANT CALLS:** assist tenants in dispersing disorderly individuals. If necessary to prevent bodily harm, will support tenant personnel after they have detained alleged criminal offenders, assisting in their detention until a law enforcement officer arrives.
- **PERFORMS VARIOUS TENANT RELATIONS ACTIVITIES:** distribute various correspondence and reports from Mall Management. Periodically talks briefly with tenant personnel to establish good relations.
- **PERFORMS VARIOUS PUBLIC RELATIONS ACTIVITIES:** through demonstrated attitudes and deeds define the essence of customer satisfaction by greeting, assisting and giving directions to shoppers. Help shoppers locate lost children, cars, etc. Assists shoppers gain entrance to cars in which they have lock their keys. Provide emergency responses (CPR, First Aid, etc.) for the malls customers. Provide crime victim assistance up to and including the apprehension of persons according to company policies and procedures, local, state and federal laws. Provide medical assistance to individuals who require first aid. Monitor safety awareness practices in common area and tenant spaces. Identify potentially dangerous spills, electrical extensions, damaged furnishings, etc.
- **COMMUNICATION OF INCIDENTS AND ACTIVITIES INVOLVING THE MALL CENTER:** complete various incident, accident and personal injury reports for situations encountered as required by policy. Immediately respond to property emergencies and report major property emergencies and/or matters that may cause a negative reflection on the property.

Principal Accountabilities: (cont.)

- PROVIDE SUPPORT AND ASSISTANCE TO CO-WORKERS AND CLIENTS AS REQUESTED BY SUPERVISOR(S); PARTICIPATES IN A TEAM EFFORT TO IMPLEMENT THE COMPANIES PROJECTS AND ACHIEVE THE COMPANIES GOALS.

Job Specifications / Skills Preferred:

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| Education: | HS diploma or GED. |
| Experience: | Prior Security Officer and/or customer service experience preferred. This position requires a working knowledge of state and federal criminal justice statutes and law enforcement procedures. Certification may be required in some states. |
| Contacts: | Public, clients, law enforcement, vendors and company personnel. |
| Physical Appearance: | Projects clean and professional appearance according to company policies and procedures. |
| Physical Requirements: | Some variance in work routine; requires walking, running, climbing, sitting, standing, lifting, driving. The position potentially involves exposure to possible physical danger in confrontations with individuals suspected of criminal activity or violent individuals who may be carrying weapons. A great deal of walking and moderate physical fitness is required to effectively pursue and detain suspects if necessary to do so. |
| Mental Requirements: | Ability to handle emergencies and other stressful incidences as described in the Safety and Security Manual. |
| Working Conditions: | Indoor/outdoor conditions with day, evening, and weekend hours. Facility may be a twenty-four hour operation. |
| Equipment Used: | Two-way radio, time clocks, FMS devices, telephones, flashlight, handcuffs, Security vehicle. |