

## **Job Description: Security Officer**

**Department: Security**

**Classification: Security I, II, III**

**FLSA Status: Non-Exempt**

**Last Revised: October 2015**



### **Summary**

Provides and documents security related services including access management, patrols, premise checks and emergency assistance to promote the well-being and protection of Landings residents and their property, as well as the property of the Association, The Landings Club, and The Landings Company. As the community's first point of contact, this position acts as an ambassador for The Landings, modeling customer service excellence in execution of all duties as well as top notch professionalism in communications, job knowledge, work ethic, communications, and appearance.

### **Organizational Relationships**

This position reports directly to the assigned shift Sergeant, with some work direction provided by his/her Corporal. Acts as a teammate to other security officers and TLA staff. Has a high level of personal interaction with property owners, their visitors and service personnel. Interacts often with federal, state and local government personnel in the performance of duties (e.g. fire, police and emergency medical staff).

### **Duties and Responsibilities**

1. Controls and documents all vehicle access to The Landings, processing guest passes in accordance with procedures while maintaining professionalism and service excellence.
2. Carefully monitors and processes commercial passes, including the collection and documentation of fees as required by TLA policy.
3. Performs both vehicle and foot patrols of Landings property to encourage safe enjoyment of the island while acting as a deterrent and safeguard against illegal activity such as theft, loitering, trespassing and vandalism.
4. Conducts nightly premise checks to ensure security of TLA, TLC and TLCo facilities. Provides premise checks of private residential properties as assigned.
5. Monitors cameras, displays and alarm reports, dispatching patrols as appropriate.
6. Responds to calls, requests and complaints from Landings residents, conducting preliminary investigations, alleviating the problem to the degree possible and preparing complete and accurate incident reports. Calls may involve resident disputes, pet complaints, removal of wildlife, suspicious characters, reckless driving, etc.
7. Responds to traffic accidents and other emergency calls, providing first aid, lift assists and/or personal escort of emergency response teams as required.
8. Provides crowd and traffic control during emergencies and special events using communication devices, signs and/or hand and arm signals.
9. Assists other emergency and law enforcement agencies as required.
10. Testifies in judicial proceedings when necessary.
11. Encourages compliance with all TLA rules, regulations and covenants through education and one-on-one resident/visitor interaction. Issues citations and involves other government agencies to enforce compliance when necessary.
12. Performs public service duties for all Landings property owners and guests, providing direction, information, and assistance in a manner that exceeds customer expectations
13. Exemplifies personal safety; follows all TLA safety standards, proactively encourages safe work behaviors in other team members, and reports immediately all work-related accidents, incidents and near-misses.

14. Inspects Security vehicles and other equipment, taking personal responsibility for proper care and maintenance
15. Assists in training of new Security Officers, taking an enthusiastic and proactive role in patiently providing the direction, guidance, encouragement and feedback required to set them up for success as a new member of the TLA team.
16. Monitors and operates camera system, to include body cameras, for research and retrieval of information pertinent to incidents and investigations.
17. Looks for opportunities to continuously improve the operations and quality of TLA, the Security department and his/her individual contributions on the job.
18. Understands the Vision and Values of TLA and how his/her position impacts its success.
19. Understands Board-approved Objectives, Goals, Strategies and Measures and appropriately directs daily duties to achieve these directives.
20. Participates in special events and employee teams sponsored or co-sponsored by TLA
21. Performs other duties as directed.

**Key Knowledge, Skills, Abilities and Behavioral Characteristics Needed**

- Excellent interpersonal and conflict resolution skills, with the ability to accurately read a person's body language and assess a situation
- Strong written and oral communication skills, with ability to write detailed narrative incident reports
- Strong computer skills, with proficiency in MS Word, Excel, Outlook, and smart phone/iPad applications
- Ability to learn and become proficient in ABDI, Milestone, TimeForce and other software specific to this position
- Ability to use a two-way radio, Mitel phone system, smart phone and iPad
- Knowledge of The Landings' rules, regulations and covenants and the demonstrated ability to enforce consistently and fairly
- Knowledge of TLA and Security department policies, standards and procedures, and the demonstrated ability to apply them in daily duties
- Knowledge of The Landings' geography and roads
- Ability to operate a motor vehicle safely while on patrol and during emergency situations
- Ability to observe, analyze and alleviate any abnormal conditions encountered
- Ability to read a map and provide directions
- Able to exercise sound judgment and discretionary decision making in accordance with policies
- Ability to operate in a stressful environment and in extreme weather conditions
- First Aid and CPR certification required

**Minimum Job requirements**

- Strong computer skills, with proficiency in MS Word, Excel, Outlook, and smart phone/iPad applications
- Minimum of 1 year of experience in security, law enforcement, military service or a related field
- High school diploma or GED equivalent
- Experience in writing reports and documenting incidents
- A valid driver's license with insurability at normal risk rates
- Valid CPR and First Aid certification preferred (training to be provided if needed)
- This position is a shift work position and requires work on weekends and holidays as scheduled

## Physical Requirements and Working Conditions

Physical Activity	Never	Occasionally (10-25%)	Frequently (26-70%)	Regularly >70%
Standing for sustained periods of time				X
Walking to accomplish tasks and perform premise checks and foot patrols			X	
Climbing stairs and ladders		X		
Reaching – extending hands and arms in any direction			X	
Balancing - Maintaining body equilibrium to prevent falling while walking on uneven and/or slippery surfaces			X	
Drive			X	
Stooping		X		
Kneeling		X		
Crouching		X		
Crawling		X		
Pushing with steady force in forward, downward or upward motion		X		
Pulling to draw, haul or tug objects in a sustained motion		X		
Lifting from a lower to high position or moving objects horizontally from position to position			X	
Using fingers to pick, pinch, type				X
Grasping with the fingers and palm				X
Feeling – perceiving size, shape, temperature or texture by touching with skin and fingertips				X
Talking				X
Hearing – receiving detailed information through oral communication with ability to discriminate sounds				X
Repetitive motion – substantial motions of the wrists, hands and/or fingers				X

<b>Visual Acuity Requirements (color, depth perception and field vision)</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
Ability to utilize computers, ipads, and smartphones to enter/retrieve data and write reports				X
Visual acuity to operate motor vehicles			X	
Ability to make detailed observations of people, facilities, structures and vehicles				X
<b>Lifting Requirements</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
0 - 10 pounds				X
10-20 pounds			X	
30-50 pounds			X	
50-100 pounds		X		
Over 100 pounds		X		
<b>Environmental Condition</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
Works around water			X	
Subject to sun and outside cold/hot temperatures including wind and humidity			X	
Subject to noise levels requiring worker to shout to be heard above ambient noise level			X	
Subject to vibration	X			
Works near moving mechanical parts or moving vehicles			X	
Works in high, precarious places		X		
Works in close quarters, small enclosed rooms, crawl spaces, etc.		X		
Subject to fumes or airborne particles		X		
Subject to toxic or caustic chemicals		X		
Encounters wild animals			X	
Risk of electrical shock		X		
Other (write in) •				

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

This job description has been approved by:

\_\_\_\_\_ Date \_\_\_\_\_  
Security Director

\_\_\_\_\_ Date \_\_\_\_\_  
HR & Organizational Effectiveness Director

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

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