

METRO

Classification Description

Title: Lead Safety and Security Officer

Job Code: 0026

Pay Range: 09

FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580

Established: December 2019

Revised: NA

EEO Category: Protective Service Workers

Classification Summary

Serve in a lead role over a team of Safety and Security Officers at Metro facilities. Assist with scheduling, work assignments and ensure the work meets established standards of performance. May perform the duties of a Safety and Security officer when needed. In collaboration with supervisor the position will address issues, coordinate operations with other departments and respond to problems.

DUTIES AND RESPONSIBILITIES

1. Provides lead support for Public Safety Officers.
2. Assists with scheduling and prioritizing duties and responsibilities.
3. Provides training, coaching and direction on work assignments, procedures, and equipment and quality/safety standards.
4. Assists with monitoring assignments to ensure completeness and quality. Communicates performance issues to supervisor.
5. Keeps records; assembles information and/or documentation of work area as needed.
6. Ensures compliance with applicable laws, Metro policies and procedures, and collective bargaining.
7. Provide a variety of safety and security related training for staff to include State certified unarmed DPSST training and First aid/CPR/AED training.
8. Provides assistance to the public and staff in emergency and non-emergency situations. Administers first aid and requests medical service as necessary. Provides general information to the public.
9. Performs the duties of a Safety and Security Officer which includes, but is not limited to monitoring of people and equipment, patrolling, investigating suspicious activities, assisting medical professionals, etc.
10. Assists other security and/or Metro staff or volunteers in safety/security related issues.
11. Responds to facility and equipment problems and safety issues. Reports issues to supervisor.
12. Ensures duties are properly performed and employees and locations are ready on time.
13. Provides excellent customer service. At the Oregon Zoo this position may be assigned to various events and locations as required such as concerts, ZooLights, etc.
14. Interacts with guests and staff in a welcoming and positive manner.
15. Performs other duties as assigned.

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JOB SPECIFICATIONS

Education/Licensing and Experience

- At least one year experience leading and directing employees or similar higher-level responsibilities and
- High school diploma or G.E.D., three years of safety and/or security experience and the physical ability to perform assignments; or any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.
- Requires a Department of Public Safety Standards and Training Certification (DPSST) from the State
- Requires possession of First Aid and CPR Certification
- Valid driver's license
- Requires current Unarmed Private Security Instructor Certification or ability to obtain within 6 months of hire

Knowledge, Skills and Abilities

- Excellent customer service skills; maintain a positive and professional manner through duration of shift.
- Deal courteously with the public; anticipate guest needs and provide excellent customer service
- Ability to effectively lead teams
- Ability to remain calm under pressure and during stressful situations
- Ability to interact positively with co-workers
- Ability to prioritize, assign and direct the work of others
- Ability to train employees in the job duties of the position
- Working knowledge of and ability to understand and apply criminal law and Metro policies and regulations
- Knowledge of and ability to administer first aid and CPR
- Knowledge of and ability to use radios and other security equipment
- Skill in conducting thorough security inspections and general observations
- Ability to analyze a situation and adopt a quick, effective and reasonable course of action, particularly under stressful or confrontational conditions
- Ability to communicate effectively with the general public, Metro staff and elected officials
- Ability to write clear and accurate reports
- Reasonable knowledge of occupational and material hazards
- Ability to work independently, at night, particularly outside
- Ability to operate a computer and software
- Physical strength and agility sufficient to perform assignments

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Supervision Received

Supervision is received from the Public Safety department Manager.

Supervision Exercised

Position serves in a lead capacity. Lead duties may include new employee orientation regarding work assignments and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance. Assists with scheduling, assigning and overseeing work. Other safety and security items as required may provide lead direction to full time, temporary or seasonal security staff members and contracted security officers.

Working Conditions

Duties of the position are performed indoors and outdoors and may be performed in inclement weather conditions. Position may require frequent or continuous walking, standing and talking, good general hearing and vision. May also require occasional sitting, kneeling, bending, handling, grasping, reaching, stooping, running and lifting/carrying up to 50 pounds or pushing/pulling up to 200 pounds with assistance. Position may require incumbent to perform in tight spaces. Position will work a variety of shifts which will include weekends and evenings.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.