



Job Description

Job Title	Security Operations Associate	Department	Administration
FLSA Status	Hourly non-exempt	Reports to	Business Operations Coordinator
Classification	Varies	Revision Date	12/09/2016

Job Summary: The Security Operations Associate is responsible for maintaining a presence at the secondary entrance, managing building access by visitors, and monitoring security systems. The Security Operations Associate serves as a first point of contact for visitors; controls building access by users in accordance with established security procedures; monitors building security systems; connects visitors to appropriate personnel; responds to client queries in a trauma informed manner; investigates disturbances; responds to emergency situations, and completes appropriate paperwork. Availability on weekdays, weekends, and holidays is required. The ability to work first, second or third shift may be required depending on overall scheduling needs.

Supervises: No personnel supervisory responsibilities

Qualifications:

- Reception and facility supervision experience strongly desired, particularly with organizations that involve security and building access protocols. DAIS will provide additional training for candidates who possess some experience and/or have strong supporting qualifications.
- High School diploma or GED/HSED required, some college coursework preferred.
- Bilingual (English/Spanish) strongly preferred.
- Computer skills including working knowledge of and experience with Microsoft Office preferred.
- Ability to effectively handle crisis situations required.
- Ability to maintain professional boundaries required.
- Experience handling confidential information and materials preferred.
- Experience working in the human services field strongly preferred.

Competencies:

- **Problem solving attitude:** Approaches situations and challenges in a solution based proactive and effective manner.
- **Assertiveness & Tact:** Capable of being self-assured, confident, and direct, without being aggressive.
- **Stress Tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.
- **Confidentiality, Integrity, Ethics & Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Leading & Living DAIS Vision and Values:** Keep the DAIS vision and values at the forefront of decision making and actions.
- **Safety Awareness:** Maintains an awareness of conditions and circumstances that impact one's own safety or the safety of others.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.

Duties and Responsibilities:

Safety and Security

- Controls and monitors traffic flow through the secondary entrance in accordance with established access and security procedures.
- Monitors visitor and client access and issues passes when required. Manages visitor's log.
- Monitors security systems.
- Responds to emergency situations and works with law enforcement officers, emergency health care providers, and firefighting personnel who may respond.
- Exercises judgment during crisis situations.

- Documents any physical plant issues and reports to the Business Operations Lead and/or Facility Manager for repair in accordance with established procedures.
- Documents any security systems issues and reports to Facility Manager in accordance with established procedures to ensure prompt repair.
- Completes and files appropriate paperwork as needed.

Customer Service

- Welcomes on-site clients and visitors, determines nature of business, and announces clients and visitors to appropriate personnel. Provides visitor badges as appropriate.
- Manages visitors' log, including vehicle registration, if applicable.
- Provides excellent customer service to all visitors, clients and building users.
- Ensures a clean, orderly and welcoming entrance area.
- Maintains a clean and orderly security office.

Direct Service to Clients

- Responds to client queries in a trauma informed manner.
- Provides a welcoming and safe environment for clients.
- Provides information to clients, including how to access services or set up appointments with program staff.

Clerical Support

- May assist other departments with data entry.
- Performs other clerical duties as needed or assigned.

General Responsibilities:

- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Attends agency meetings as required.
- Attends trainings and continuing education activities as assigned.
- Provides cross-departmental and/or cross-functional support and services as needed or requested to ensure organizational needs are met; participates in related cross-training to ensure consistency and continuity of services and tasks.
- Promotes an atmosphere of extraordinary customer service.
- Performs other duties as assigned.

Work Environment and Physical Demands

- Requires the agility to move about and position one's self to perform physical tasks and address emergency situations.
- Requires the ability to monitor and observe the activities of clients and children of clients as they enter and exit the agency.
- Requires the ability to sit or stand for extended periods of time.
- Requires the ability to remain alert.
- Work may be performed in an office setting and requires the ability to use standard office equipment such as computers, phones and photocopiers.
- May be required to move or transport supplies or equipment weighing up to 30 pounds.

Other Requirements:

- Completion of the DAIS New Operations Associate Core Training program.
- Satisfactory Criminal Background Check.
- Must obtain or maintain an account with a financial institution for direct deposit of paychecks.

Acknowledgement:

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, activities and responsibilities may change at any time with or without notice.

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

Employee Name (please print): _____

Employee Signature: _____ Date _____