



Position Opening – Security Operations Associate

Variable Part-time: evenings & weekends, 8-19 hours/week with occasional overnights & holidays

\$18.74 per hour + a \$2.50 shift differential for hours worked between 11pm & 7am.

About DAIS:

Domestic Abuse Intervention Services (DAIS) empowers those affected by domestic violence and advocates for social change through support, education, and outreach. DAIS envisions a nonviolent community that actively promotes safety, peace, justice, and hope.

DAIS is an equal opportunity/affirmative action employer

About the job:

Security Operations Associates at DAIS play a vital role in ensuring the safety and security of our clients, volunteers, and staff by managing building access through our secondary entrance, providing access to clients staying in our 24/7 shelter, monitoring building security systems, and screening and connecting visitors to appropriate personnel. Availability on weekends and holidays is required. Flexibility to fill shifts during weekdays is strongly preferred. Scheduled shifts will include first and second shifts. Potential to fill overnight shifts is strongly preferred.

Qualifications:

- High School diploma or GED/HSED required, some college coursework preferred.
- 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.
- 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 in handling confidential information and materials preferred.
- Experience working in the human services field strongly preferred.

Primary Responsibilities Include:

- Controlling and monitoring building access in accordance with established access and security procedures
- Welcoming on-site clients and visitors, determining the purpose for the visit, announcing clients and visitors to appropriate Personnel, and providing visitor badges as appropriate.
- Provides information to clients on how to access services or set up appointments with the appropriate staff
- Monitoring security systems
- Responding to emergency situations and working with law enforcement, emergency health care providers and firefighting personnel when necessary; utilizing good judgment during crisis situations
- Documenting any physical building issues and reports them in a timely manner to ensure repairs are addressed promptly

Work Environment and Physical Demands:

- Requires the agility to move about and position oneself 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 building.
- Requires the ability to detect, discern, or exchange information in person, over an intercom system, and over the telephone.
- 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, photocopiers.
- May be required to move or transport supplies or equipment weighing up to 30 pounds.

How to apply:

- **Submit the following things:**
 - ✓ Resume – tell us about your work and volunteer experience
 - ✓ DAIS Application for Employment – found on our website <https://abuseintervention.org/jobs/>
- Incomplete applications will NOT be considered.
- Applications will be accepted until the position is filled.
- Complete applications may be submitted:
 - Via email as an attachment to: daisemployment@abuseintervention.org
 - Via our website: <https://abuseintervention.org/jobs/>
 - Via fax or US Mail (address & fax number available on website)