

Security Officer

Part Time

Hourly – Non-exempt

Position Reports to:

Assistant Security Manager

Position Summary:

This position provides customer service-based security and non-security services to the California Center for the Arts, Escondido (CCAЕ). Responsibilities include responding to the employees, patrons, and visitors, routine and emergency calls for service. Officers patrol the campus on foot, ensuring the facility remains secure. Serve at performances, events and work in cooperation with CCAЕ and city staff. Report and document observations.

Duties and Responsibilities:

- Work alone, or in teams of two or more on any given shift.
- Respond appropriately to routine and emergency calls for service.
- Assist CCAЕ staff during and after performance events.
- Conduct foot patrols of the campus and facility.
- Secure buildings, rooms and workspaces.
- Report health, safety, facility and security concerns.
- Write clear, concise and legible reports.
- Call emergency service personnel or other city staff as required.
- Work well with all levels of staff in a team-oriented environment.
- Communicate well verbally with facility users, city staff, the public, vendors, volunteers, sales and event coordination staff and other security officers.
- Other projects as assigned by the Assistant Security Manager or Operations/Security Manager

Position Requirements:

- Six months or more experience as a working security officer, guard or asset protection agent is preferred.
- Six months or more experience working in customer service, theme park, theater or hospitality field a plus.
- Organize and work independently with a minimum of supervision in accordance with established procedures.
- Excellent customer service, communication (verbal and written), interpersonal and problem solving skills.
- Knowledge of computers, data processing software, and email programs.
- Maintain accurate and complete records.

- Ability to read, understand and follow department and Center-wide policies and procedures.
- Able to learn and carry out each function of the assigned shift(s).
- Able to learn how to operate a portable radio/phone.

Compensation:

\$8/hour

Benefits:

As a Part Time employee, this position is eligible to receive complimentary tickets to Performing Arts performances as described in the Center's Policies and Procedures Handbook.

Work Schedule:

Employees will be required to work a flexible schedule based on performances and other Center events. Shifts may include days, evenings, weekdays, and weekends with possible overtime as necessary.

Physical demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hand to finger, handle or feel objects, tools and/or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, crawl, talk and hear. The employee must occasionally lift and or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is moderate.