

SECURITY OFFICER

Position Purpose:

The **Security Officer** will provide reception and first point of contact for hospital guests, directing visitors to their destination, serve as the central communication hub, and monitor all areas of the hospital to ensure a safe and secure environment for patients, visitors and employees.

Key Responsibilities:

1. Provides reception services for hospital visitors, patient families and others, greeting, assisting with identification protocols and giving directions. Provides centralized hospital phone response and paging.
2. Maintains the hospital's key system for all areas of the hospital and community sites by following established procedures for requesting, issuing and accounting for keys. Provides lockout emergency service on a 24-hour basis.
3. Inspects all areas of the hospital for safety and fire hazards during regular rounds. Regularly patrols secured areas to ensure all doors are appropriately locked or unlocked. Maintains awareness of internal activities throughout shift.
4. Responds to all fire alarms, containing fires per hospital fire plan until the fire department arrives. Assists with patient movement or crowd control.
5. Responds to all emergency situations in order to resolve incidents that could potentially harm personnel, patients and visitors. Calls for outside assistance as needed.
6. Monitors parking practice of employees and visitors to ensure compliance with policies; monitors and promotes compliance with hospital policies related to solicitation, smoking and visiting.
7. Provides escort services inside and outside the building. May provide assistance to individuals having vehicular problems.
8. Conducts investigations of all security-related occurrences such as lost or stolen items. Reports and documents all incidents and emergencies per hospital and department procedure.
9. Performs scanning and authorization functions and other tasks as needed.

Qualifications:

Skills, Knowledge and Abilities: Must possess interpersonal communication skills to communicate in a wide range of scenarios, to include being able to effectively diffuse conflict situations. Must possess basic reading and writing skills and ability to understand written instructions. Must have ability to comprehend and apply safety regulations, security procedures, hospital policies and procedures acquired through on-the-job training. Must possess ability to recognize and later describe persons and vehicles that may be involved in problems. Must have some data entry experience.

Education and/or Experience: Must have a high school diploma or its equivalent. Prefer some experience in security or reception.

Licensure/Certification: Current CPR certification for Security Officer. Prefer attainment of Department of Justice Private Security Certification.

Physical Requirements:

- May have periods of prolonged walking or standing in order to patrol the hospital and its grounds.
- Requires reaching and grasping and other manual dexterity to document, do date entry and check doors etc.
- Must possess full range of body motion in instances where restraint of combative patients may be necessary or to escort uncooperative individuals off hospital premises.
- Must be capable of performing CPR and other basic first aid measures.
- Must be able to communicate via two-way radios, pagers, and telephones.