

PERDIDO BEACH RESORT
Position Description

Position Title: **Security Officer**

Department: **Security**

Reports to: Director of Security

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

POSITION PURPOSE:

Performs protective and enforcement functions in a courteous and restrained manner in coping with emergencies, undesired conduct, disturbances and threats to life and property to maintain a safe and secure environment.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

Average
Percent
of Time

50 • Spend majority of shift on foot patrol, walking, climbing stairs of the interior and perimeter of the hotel to observe and identify potential security and safety risks or undesirable conditions. Requires verbal communication using pager and two way radio, bending, stooping and kneeling as in performing CPR.

20 • Maintain order in the hotel, dealing with the welfare of guests, eg., assisting with door lock problems, coordinate expedient response to emergency conditions such as fire, fire or safety hazards and threats to life and/or property in a calm, rational and persuasive manner. Handle undesired conduct, violations of hotel policy and civil laws as warranted for the security and safety of hotel guests, employees, patrons and property. Requires grasping, lifting and or carrying or otherwise moving persons, packages, luggage, wheelchairs and safety equipment using manual dexterity of hands.

5 • Answer security telephone and respond in a timely manner based on priority.

10 • Use a clear, concise English speaking voice, listen with empathy, provide accurate information and document legibly all appropriate incident information.

5 • Memorize and monitor life safety system installed at property including layout of entire building, alarm pull stations, location of fire extinguisher and sprinklers.

Other:

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with the Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

Security Officer

Page 2

- Check employee packages as they exit to ensure no food or Resort property is being removed. Screen persons entering the employee entrance for purpose and authorization.
- Receive, record and store lost and found items. Research and respond to inquiries from guests concerning status of items.
- Provide accurate information to inquiries for directions, hours of operation, etc.
- Escort guests and employees as required to parking lots, provide same for employees carrying house banks.
- Assist guests with door lock problems using moderately complex hand-held electronic apparatus.
- Other duties as assigned by the supervisor, i.e. handing out employee paychecks.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Thorough knowledge of the layout of the building, function rooms, and some knowledge of the city and surrounding areas.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information.
- Ability to listen effectively, speak, read and write English clearly to ascertain and document important information.
- Ability to stand, walk and/or sit and continuously perform essential job functions for duration of shift.
- Hearing and visual ability to observe and detect signs of emergency situations.
- Perform tasks requiring bending, stooping, kneeling, and walking significant distances between and within buildings on the property.
- Ability to follow written and or verbal instructions.
- Ability to grasp, lift and/or carry or otherwise move goods weighing a maximum of 70 lbs. Sufficient manual dexterity in hands.
- Ability to climb stairs and ladders at a rapid pace.
- Ability to perform duties within extreme temperature ranges.

QUALIFICATION STANDARDS

Education:

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma preferred.

Experience:

Prior law enforcement or other military experience preferred.

Security Officer

Page 3

Licenses or certificates:

Current/valid driver's license with acceptable driving record required. CPR certification and first aid training preferred.

Grooming:

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

Other:

Applicants with additional language skills preferred.

Employee Signature: _____ Date: _____