



Position Description

Position Title:	Security Officer		
Department:	Dining Services	Reports To:	Assistant Director of Support Services
Classification:	Non-Exempt	Revision Date:	March 2019

Position Overview

Under the general direction of the Assistant Director of Support Services within established company and departmental policies and procedures, the Security Officer provides, during off peak hours, a safe and secure environment for residents, guests, and staff both inside the buildings and the surrounding property by conducting regular security rounds on both campuses. The Security Officer is the first responder to all resident emergencies while on duty. The Security Officer always presents himself/herself in the most professional manner including adherence to the stipulated dress code and when interacting with all internal and external contacts.

Principle Duties and Responsibilities

Security:

1. Provides quality customer service with a positive attitude and commitment to teamwork while meeting the needs of residents, staff and visitors. Supports all aspects of the HHH community. Abides by the HHH Code of Conduct at all times.
2. Respond to all apartment area resident emergencies as received by the ERS system or as directed by the Nursing Supervisor. Monitor Emergency Response System computer on both campuses and enter responder notes. Document all findings as per facility protocols.
3. Conduct regular interior and exterior security rounds on both campuses.
4. Ensure that access doors to the outside are properly secured.
5. Monitor building systems – including HVAC system, emergency call systems, fire prevention systems, etc. If solution is not readily available, contacts appropriate personnel. Document all findings as per facility protocols.
6. Perform Environmental Services routine duties on an as needed basis including plunging toilets, changing light bulbs and re-setting tripped breakers.
7. Ensure that walkways and entry ways to Main entrances are safe to pass during off-peak hours throughout winter months (November – April).
8. Perform emergency floor care extractions.
9. Completes and distributes (via email) a Daily Security Report

Competencies

- Customer Focus
- Communication Proficiency
- Ethical Conduct
- Teamwork Orientation
- Composure

Qualifications and Skills

- High school diploma or equivalent.
- 1-3 years security experience, familiarity with computers and communication devices are preferred.
- Must be First Aid Certified or eligible to receive certification. EMT or LNA Certification preferred.
- General maintenance skills
- The ability to maintain confidentiality and boundaries for private issues are skills required to perform the security officer position to HHH standards.
- Ability to multitask and remain focused.
- Must have a valid NH Drivers' License.

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. Ability to lift up to 50 pounds without assistance. Ability to work in all extreme weather conditions. Ability to work in areas that require the proper personal protective (PPE) as necessary. Ability to properly handle Hazardous Materials. Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing. Exposed to elements such as sub zero temperatures, extreme heat, wetness, noise, dirt/grease, both inside and outside the facility. Ability to perform physically strenuous activities.