

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Security And Information Attendant
DEPARTMENT	Interdepartmental
UNION:	114
SG:	4
CS:	No, Yes
FLSA:	Y
EE04CODE:	SM

NATURE OF WORK:

Provides safety and security in assigned City-owned facilities, parks, surrounding areas and parking areas. Continuously monitors assigned areas and conducts patrols of assigned areas to ensure appropriate behavior of facility users and prevent disruptive behavior, loitering, trespassing, theft and vandalism. Investigates and handles disturbances, informing and obtaining assistance of law enforcement officers as needed. Provides directions, information and assistance to visitors and helps ensure safe access to facilities. Enforces City and departmental regulations as appropriate. Performs occasional custodial tasks to ensure cleanliness and safety for facility users. May provide telephone reception and perform clerical duties as assigned by supervisor.

DISTINGUISHING CHARACTERISTICS:

Position is distinguished by its emphasis on providing safety and security of City facilities, parks and grounds and enforcing City and departmental rules and regulations.

SUPERVISORY RELATIONSHIPS:

Receives direction from and reports to a departmental manager. Works independently under general supervision and the guidance of City and departmental policies and procedures.

ESSENTIAL FUNCTIONS:

1. Secures buildings, contents and grounds, as appropriate. Conducts frequent patrols to prevent theft, vandalism and inappropriate conduct. Ensures that all areas of facilities are limited to authorized users. Acts immediately to address inappropriate behaviors and evict unauthorized users. Identifies and responds to special security and custodial needs. Responds to safety or security situations and contacts appropriate staff, law enforcement or other emergency personnel as appropriate. Reports and records all unusual incidents. Performs opening procedures as assigned. Performs final security check of entire building and locks up when assigned to closing shift. Performs other closing duties. Ensures safety of staff as they leave the building.
2. Responds to safety or emergency situations directly or by contacting appropriate staff, law enforcement or other emergency personnel as necessary. Notifies staff and aids in

evacuation during emergencies. Assists staff and visitors as needed during emergency situations.

3. Greets visitors and promotes good public relations by answering directional, informational, or other questions and explaining policies, procedures and regulations in a friendly and cheerful manner. Performs security and welcoming functions for meetings and special events.
4. Explains and, when needed, enforces City and departmental policies, procedures, rules and regulations. Issues warnings or takes corrective action as applicable. Acts proactively to defuse potentially disruptive situations, recognizing, and referring situations best handled by law enforcement. Escorts unauthorized users and disruptive visitors from assigned premises, gaining assistance of law enforcement when necessary.
5. Provides input and assists with planning and developing safety programs to maintain a safe and inviting atmosphere for patrons and staff. Implements safety procedures and supports safety program and improvements. Attends City and department safety meetings. May train department staff regarding safety procedures and policies. Assists with emergency drills.
6. Writes detailed incident reports and helps to maintain incident database. Reports and records all incidents; identifies damage to the buildings, furnishings, or equipment as well as identifying and reporting safety concerns.
7. Performs litter pick-up and basic custodial duties to ensure cleanliness and safety of facility and assigned area.
8. Assists with department programs such as concerts, art and nature walks, library programs and activities. Gathers supplies and equipment for events and activities. Performs set-up and breakdown of equipment. Restocks supplies and displays, as needed. May assemble and relocate shelving, equipment and furniture.

ADDITIONAL WORK PERFORMED:

1. Removes snow and ice from walkways and outside ramps.
2. Provides telephone and other clerical assistance as needed.
3. Assists customers with minor problems.
4. May assist in training other attendants.
5. May be assigned lead duties.
6. Performs other related duties of a similar nature and level.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:

- Knowledge of, and ability to, explain and enforce rules of conduct and departmental or other applicable rules and policies.

Skill in:

- Basic computer skills
 - Defusing confrontational and potentially physically threatening situations.
 - Communicating policy and procedures to the public in a courteous and consistent manner.

Ability to:

- Ability to exercise authority appropriate to various circumstances.
- Ability to communicate respectfully and effectively with facility users and diverse populations, in various states of emotion and distress.
- Ability to respond to security or emergency situations calmly and with good judgment.
- Ability to interact with the public and coworkers using courtesy, tact and good judgment.
- Ability to maintain effective relations with people with mental and physical disabilities.
- Ability to work as a team member and project a positive attitude.
- Ability to read, understand and retain written information such as information regarding the facility, available services, rules, regulations, policies and procedures.
- Ability to work independently with general supervision.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, which includes extensive walking, standing and patrolling outside in all kinds of weather.
- Ability to adjust style of approach and interpersonal actions to circumstances is critical.

WORKING ENVIRONMENT:

Depending on assignment, work is primarily performed in City facilities, parks or in outdoor parking garages and parking areas. May be exposed to outdoor elements, inclement weather and vehicle exhaust fumes. May be required to wear City-issued uniform and meet grooming standards. Involves a high degree of public contact. These contacts maybe stressful and in some cases hostile and confrontational

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one-year work experience involving extensive interaction with the public required. Including dealing with volatile and confrontational situations.
- Security guard or related experience preferred.
- Some positions may prefer additional experience or training related to the vacancy.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Washington State driver's license and good driving record required at time of hire for some positions. Must submit a three-year driving record abstract prior to hire.
- Willingness and ability to work evenings, rotating shifts, weekends and occasional holidays.

PREPARED BY: L. Klemanski
4/08

REVIEWED BY: _____
Kaycee Luxtrum,
Human Resources Services
Manager

REVISED BY: H. Pederson
A. Sullivan
8/17

COMMISSION ADOPTION: _____ August 9, 2017

Ref: PD0109
Parking Systems Security Attendant