

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: PROTECTIVE SERVICES SPECIALIST

GENERAL STATEMENT OF JOB

The primary function of the Protective Services Specialist is to serve as a non-sworn security officer primarily in the Asheville Housing Authority Communities. The role is to actively support the staff and residents of the Asheville Housing Authority communities through safety, security and law enforcement services. These services will meet the highest level of approval and the candidate will constantly strive to anticipate the needs of Asheville Housing Authority's Residents and Communities. Work includes considerable knowledge, initiative and the use of good judgment. Reports to the Protective Services Coordinator. This is a non-exempt position under FLSA.

SPECIFIC DUTIES AND RESPONSIBILITIES

Responsible for professional relations with all staff, residents, other organizations and the community at large.

Recognize and implement crime prevention techniques including environmental factors conducive to criminal activity.

Identify and secure crime scenes. Report and render aid and/or assistance during emergencies.

Conduct foot patrol and vehicle patrol of buildings and community grounds.

Provide escorts and unlock doors as needed.

Monitor security cameras.

Monitor fire alarm systems.

Conduct resident well-checks.

Maintain Protective Services Specialist Reports (PSSR) and ensure management staff are notified of incidents that may be a health or safety concern to employees or other patrons.

Follow up on incidents as appropriate/requested.

Maintain security systems and manage building access.

Maintain security-related technology.

Collaborate with the Protective Services Coordinator, staff and residents to continually improve the safety and well-being of residents, as well as guests, outside service providers, and staff.

Enforce safety policies and House Rules as appropriate/requested.

Communicate operations and development accomplishments/challenges to the Protective Services Coordinator and Site Manager, as needed.

As appropriate, serve as representative for HACA before public agencies, community agencies, and elected officials.

ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or equivalent.

At least 1-year experience in criminal justice, security/public safety or related field.

Preferred training in EMS or law enforcement.

SPECIAL REQUIREMENT

Possession of a valid driver's license.

Perform duties as s CRITICAL SERVICE AREA employee; report to work in bad weather conditions whether or not other employees are required to report.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to operate a variety of office machinery and equipment including, computers, facsimile machines, calculators, copiers, printers, etc. Must be able to move objects of up to 20 pounds occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of constantly. Must be able to operate a motor vehicle. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires movement of objects greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Interpersonal Communication: Requires the ability to communicate to people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondence, regulations, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate to people with poise, control and confidence.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in security and safety protocols.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Must be able to communicate via telephone.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable skill in the operation of computers, including word processing, spreadsheets, database, and security maintenance programs. Ability to operate other common office machines.

Considerable knowledge of policies related to the Housing Authority and other regulatory agencies regarding residents.

Considerable knowledge of administrative practices, procedures, hazards and safety measures.

Ability to make routine decisions independently, and in accordance with laws, regulations, and HACA policies and procedures, in order to solve problems and answer questions.

Ability to deal tactfully and courteously with challenging residents and other associated parties.

Ability to solve problems and manage time effectively under pressure and with frequent interruptions.

Ability to understand and carry out oral and written instructions.

Ability to maintain acceptable working relationships with co-workers.

Ability to work in hazardous and adverse conditions, such as sleet, snow, heat, cold, dust and dirt.

Ability to establish and maintain effective working relationships with employees, residents and the general public.

Ability to relate to and communicate with low-income residents.