



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.

Our core values are Compassion, Equity, Fairness Integrity, Openness, Patience, and Respect.

JOB POSTING FOR: Protective Support Services Specialist

JOB TYPE: Full Time non-exempt under FLSA

GENERAL STATEMENT OF JOB

The Asheville Housing Authority seeks to hire a Protective Services Support Specialist. Reporting to the Protective Services Coordinator, 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.

This position will remain open until filled. For an application, please visit the Employment page on the Asheville Housing Authority website at <https://haca.org/employment-opportunities/>, or contact Ms. LaFredia Morris at (828) 258-1222. You may also apply by submitting a cover letter and resume via email to jwilloughby@haca.org, via USPS mail or by hand delivery to the Housing Authority of the City of Asheville Central Office located at 165 S. French Broad Ave., Asheville, NC 28801. Applications /resumes will be accepted until this position is filled. The Housing Authority is an equal opportunity employer.

ESSENTIAL FUNCTIONS

- 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 aide and/or assistance during emergencies.
- Conduct foot patrol and vehicle patrol of buildings and community grounds.
- Provide escorts and unlock doors as needed.

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- Monitor security cameras.
- Monitor fire alarm systems.
- Conduct resident well-checks.
- Maintain Public Safety Officer Reports (PSOR) 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 Director of Security, 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 the HACA before public agencies, community agencies, and elected officials.

Note: 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.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to establish and maintain effective working relationships with supervisors, subordinates, and fellow employees
- Ability to work well with and understand the problems of residents
- Ability to read and understand written instructions
- Ability to follow oral instructions and written instructions
- Considerable skill in the operation of computers, including word processing, spreadsheets, database, and security maintenance programs. Ability to operate other common office machinery
- 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 work in hazardous and adverse conditions, such as sleet, snow, heat, cold, dust and dirt.

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MINIMUM TRAINING AND EXPERIENCE

- High School Diploma or equivalent required.
- Associates degree in criminal justice, security/public safety, or related field preferred.
- Prior experience in public safety, emergency management, or related field is highly desirable.
- Experience in law enforcement, fire services, or military may also be beneficial.

SPECIAL REQUIREMENTS

- Valid North Carolina issued Driver's License
- The Housing Authority of the City of Asheville requires all applicants to have a background check and a drug test before the commencement of employment
- Perform duties as a CRITICAL SERVICE AREA employee; report to work in bad weather conditions whether or not other employees are required to report.

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 with 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 with 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.

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BENEFITS

- Medical Insurance - (100% Company Paid for Employee)
- Dental, Vision, Life
- Short-Term & Long-Term Disability (100% Company Paid)
- 401k with 7% Employer Contribution
- PTO = 4 weeks
- 11 Paid Holidays