ASHEVILLE, NORTH CAROLINA

Classification Specification

Security Guard
Job Code: 7075
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide security for City parking facilities and to monitor equipment and safety systems.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Maintains safety of City parking facilities: enforces facility rules, regulations, and procedures; patrols facility and grounds; checks for needed maintenance, improper parking, abandoned vehicles, loitering, criminal incidents, or suspicious activity; and corrects and/or reports observations and violations as needed.

Monitors parking equipment, pay stations, ticket spitters, gates, booth computers, etc. for function and connectivity: troubleshoots problems and errors; identifies and repairs/corrects problems; coordinates with vendors regarding new equipment, ordering parts, and service calls; and trains other staff regarding equipment function and repair.

Monitors security and safety systems: monitors elevators, phone system, fire safety systems, cameras, etc.; performs routine operational check of safety and emergency equipment; responds to all alarm activations and

other emergencies; and takes appropriate action in a timely manner.

Performs customer service functions: provides information and assistance to City employees, the public, and other individuals.

Performs related duties as required: retrieves money from safe; runs receipts; counts and records cars; unlocks doors; and performs custodial duties as assigned.

Communicates with supervisor, other City employees, vendors, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, quotes, Requests for Proposal, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing spreadsheet, database, or other software; operates general office equipment; and operates a pickup truck, various hand tools, multi meter and other tools and equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year of work experience that shows an ability to maintain steady employment in any field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May

include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, odors, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.