



SECURITY AGENT

STATUS: PT (Non-Exempt)

WAGE:\$15.00 at start

CORE EXPECTATIONS

- The Rose Quarter Security Team is responsible for the 24/7 physical security of the campus
- Demonstrate a commitment to safety and seamless performance through every action and interaction while on campus
- Know and live the Rose Quarter mission to create extraordinary moments for our guests, our events, and each other
- Approach all tasks with a can-do attitude
- Take ownership and see the customers' need through, from beginning to end
- Present a helpful, calm, positive attitude in all situations and interactions

ESSENTIAL ACCOUNTABILITIES

Ensuring that all individuals on campus receive extraordinary customer services by:

- Patrolling Rose Quarter facilities on foot or bike
- Assisting in running the Rose Quarter Command Center
- Investigating suspicious people and/or activities
- Monitoring entry and departure of people in Rose Quarter facilities
- Overseeing shipments and deliveries to the Rose Quarter
- Monitoring fire alarms, determining validity
- Assisting in evacuation of guests and employees in emergencies, providing basic medical assistance
- Operating Security and Fire Command computers
- Answering questions and providing information to public
- Investigating and recommending corrective action as necessary to resolve complaints
- Checking facilities and equipment for maintenance and repairs
- Operating lights and alarms
- Maintaining radio communications
- Maintaining time equipment and operational reports and records
- Assisting medical personnel by directing traffic, crowd control, and securing needed equipment
- Assisting with key control, lost and found and elevator operations
- Operating base radio to maintain contact with in-house departments
- Accurately taking messages and relaying them to other personnel
- Questioning callers to determine nature and location of services needed
- Maintaining accurate communications log
- Checking status of security and medical staff

POSITION QUALIFICATIONS & REQUIREMENTS

- Must be able to understand and communicate conversational English and follow verbal and written direction
- Possession of or ability to obtain a Department of Public Safety Standards and Training (DPSST) Private -Security Officer certification
- High School diploma, GED or equivalent
- Possession of or ability to obtain CPR/AED certification
- Possession of a valid state driver license
- Must be able to work three (3) eight hour shifts a week to include nights, weekends, and holidays
- Computer experience preferred
- Must be able to report incidents in writing
- Effective interpersonal and oral communication skills

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

Daily tasks require sitting, moving, lifting, pushing, climbing and walking on concrete/flat surfaces for extended times. Ability to lift up to 50 pounds. Possible physical confrontations. Working in inclement weather.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of the job, the employee may be exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal with the exception of noise emitted during an event, which can be loud. Ear/hearing personal protection will be provided if exposed.

WORK SCHEDULES

Our business is event production and management. We schedule employees in relation to events booked at the Rose Quarter facilities and property, in the Moda Center, Veterans Memorial Coliseum, and the commons. Your schedule will be based on the needs of the business, your availability and the events scheduled at the Rose Quarter.

Final offers of employment will be conditioned on a successful drug screening and an individualized assessment of background check results after a conditional offer is made.

As a member of this team you assume the role of campus facilitator, communicator, decision-maker and promoter of positive experiences. This position is responsible for ensuring all customers - internal and external - enjoy a safe atmosphere where we create extraordinary moments.

Our employees are committed to creating extraordinary moments and generations of passionate fans for events @ the Rose Quarter.

RoseQuarter.com

We are an equal opportunity employer committed to being champions of diversity in our organization and community.