

Senior Security Officer (3184)
Task List 2022

I. Supervisory

A. Training/Guidance

1. Observes work of subordinates by patrolling, driving, or walking their routes, and reading and examining logs and routine reports in order to ensure security work is done correctly.
2. Answers Security Officers' questions and provides guidance, especially about the correct course of action in difficult and unusual situations, (e.g., bomb threats, earthquake preparedness, and arrival of dignitaries) in order to ensure security personnel are sufficiently prepared.
3. Demonstrates, presents procedures, and corrects Security Officers' mistakes in order to provide them with on-the-job training, regarding methods such as patrol and inspection, how to achieve objectives without the use of force, crowd and traffic control, and filling out department forms.
4. Makes oral presentations, discusses, and may demonstrate security and safety techniques in order to train groups of Security Officers on such topics as officer safety, verbal judo, and cultural diversity.
5. Answers questions from subordinates verbally and in writing in order to explain Department procedures regarding employee behavior, attendance, and leaves of absence.
6. Ensures employees are in compliance with departmental policies and standards (e.g., uniform and grooming standards).

B. Administrative

7. Fills out and reviews daily time sheets and vacation and day off requests by entering dates, times, and hours worked and keeps records of shift's activities, in order to determine the accuracy of subordinates' work shifts, schedules, and payroll records.
8. Edits subordinate reports (e.g., citations), in order to inspect for spelling, grammar, and accuracy and completeness of all relevant factors.
9. Fills out personnel forms such as worker's compensation forms, attendance deviation reports, and accident reports in order to comply with Department rules.

10. Investigates complaints, both public and internal, against subordinates by interviewing the parties involved, in order to ensure accurate collection of relevant information (e.g., collecting factual information, making recommendations for discipline and discussing with the union if necessary, and writing a final report).
11. Refers employees to programs such as the Employee Assistance Program or to medical services in order to provide them with assistance with issues concerning mental health, drugs, or alcohol.
12. Writes activity reports detailing one's own activities on the job in order to provide information for future deployment planning.
13. Discusses complaints and grievances with employees such as violations of MOU's, unfair treatment, or discrimination, and attempts to resolve such problems informally in order to maintain a smooth operation of daily job activities.
14. Writes subordinates' performance evaluations based on observation, feedback from co-workers and the public, log entries, and disciplinary record concerning attendance, work habits, and subordinates' ability to deal with the public in order to ensure professional development of Security Officers.
15. Interviews Security Officer candidates in order to evaluate them for selection purposes.
16. Ensures that work supplies (e.g., pens, paper, citation books) are maintained at all security locations in order to allow employees to complete daily job activities.

C. Scheduling/Deployment

17. Redeploys personnel during emergencies (e.g., bomb threats, fire alarms, or traffic accidents) using a telephone or two-way radio in order to ensure appropriate coverage by Security personnel.
18. Attends meetings with internal and external customers, vendors, and/or tenants concerning upcoming events or safety issues, making deployment and policy recommendations on behalf of security bureau in order to ensure appropriate coverage by security personnel.
19. Assigns and schedules the work of the security staff, including overtime hours and special events, by coordinating with a variety of City personnel (e.g., custodial, parking, Police and Fire Department staff), or with other law enforcement agency's staff (e.g., U.S. Secret Service) for a variety of occasions, including a movie shoot, the visit of a VIP, or the delivery of dangerous materials in order to ensure appropriate coverage by security personnel.

20. Dispatches subordinates, personally responds, or calls LAPD or paramedics if necessary in order to respond to incidents.

D. Counseling/Discipline

21. Speaks with employees in order to correct behavior and problems in work performance such as tardiness and attendance.
22. Meets with or contacts supervisors to describe disciplinary problems, in order to inform Principal Security Officers of intended action, such as using progressive discipline, according to Department and Civil Service standards.

II. Security Activities

A. Emergencies/Unusual Occurrences

23. Investigates unusual occurrences (e.g., bomb threats, vandalism) by examining available records, analyzing subordinates' reports, interviewing witnesses, and protecting physical evidence in order to provide an accurate account of the event.
24. Writes incident reports to supervisors, management, or City Attorney, in order to describe unusual occurrences (e.g., property damage, bomb threats).
25. Gives verbal and physical instructions to members of the public to evacuate to safe areas during emergencies such as fires and earthquakes.
26. Operates fire safety equipment including fire life safety systems, fire extinguishers, and hoses in order to protect property and lives from fire damage if necessary.
27. Observes a variety of automated security equipment, and maintains radio contact with other Security Officers in order to recognize and respond to unusual circumstances.

B. Patrol

28. Patrols by walking, driving, or flying (sometimes under hazardous conditions) in order to observe for evidence of burglary, or safety or fire hazards in City buildings, offices, yards, construction sites and other areas, and to protect against trespassing, vandalism, theft, property damage, fire and other dangers to property.
29. Drives vehicles (e.g., automobiles, trucks, scooters, carts, bicycles, and boats) in order to patrol City buildings and facilities.

30. Observes activities at cashier's windows or other public locations in-person and/or by closed circuit T.V in order to monitor potential suspicious activity.

C. Safety

31. Reads gauges and tags on fire extinguishers and some building equipment for pressure, fluid level, and expiration date during regular records in order to ensure that emergency equipment is properly maintained.
32. Reports and follows up regarding unusual or unsafe conditions, such as fire hazards, unlocked safes, broken windows, and equipment malfunctions, in order to ensure that hazard(s) has been eliminated.
33. Observes that barricades, blinkers, and other safety measures are in proper working condition in order to ensure that they are maintained correctly.
34. Safely refuels propane, regular, or CNG vehicles in order to ensure vehicles are properly maintained.
35. Enforces City regulations verbally regarding smoking, parking, loitering, trespassing, and other security issues in order to ensure compliance.

D. Grant/Deny Access

36. Requests to see identification at major entrances to City facilities, such as gates and doors, in order to ensure that only authorized persons or vehicles enter restricted areas.
37. Instructs persons entering and leaving premises to sign in and out on the building register, especially after normal working hours, in order to ensure that no City property is removed without authorization.
38. Receives and issues keys to City buildings and facilities in order to ensure only authorized employees access the job site.

E. Public Interaction

39. Answer inquiries and explains rules limiting visitors on City property, in order to direct visitors to proper destination.
40. Questions suspicious or disruptive persons in order to prevent loitering or suspicious activity by directing them to leave the premises.
41. Removes, detains, or arrests persons who have committed crimes on City property, by using that force which is necessary (e.g., verbal judo, chemical

agents, baton, handcuffs) in order to ensure formal arrest by responding police agency (e.g. LAPD).

42. Conducts crowd control procedures by using verbal and hand signals in order to safely direct pedestrian and vehicular traffic.

F. Other Security

43. Acts as Sergeant at Arms in order to keep order at such events as Commission or Council meetings.
44. Inspects flag positioning in order to ensure that the flags are raised and lowered daily according to local, State, and Federal mandate.
45. Evaluates security procedures and submits recommendations to supervisor in order to propose prospective changes to these procedures.
46. Testifies in court or administrative hearings regarding incidents such as arrests or improper employee behavior in order to provide accurate testimony of events.
47. Writes citations for illegal parking in order to enforce local parking regulations.