City of Bellingham
Classification Specification

CLASS TITLE	**Security and Information Specialist**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**109**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**SM/ 33-9032**

NATURE OF WORK:

Provides unarmed safety and security services in assigned City properties and surrounding areas, including facilities, parks, and parking areas. Maintains presence, monitors and patrols assigned areas and ensures appropriate use of facility. Acts proactively to defuse or interrupt disruptive situations through the utilization of de-escalation techniques and conflict resolution skills; minimizes disruption to City services, prevents and deters theft, vandalism, illegal or dangerous activities and disruptive or inappropriate behavior. Responds to and serves as the primary liaison for incidents at assigned facility; obtains assistance from law enforcement and emergency services as needed. Writes and reviews reports, gathers records and provides input and assists with planning, developing and implementing safety and security programs. Explains and enforces City and departmental policies, codes of conduct, procedures, rules and regulations. Provides directions, information and assistance to visitors and helps ensure safe access to facilities.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to the Security and Information Specialist classification are distinguished from the Security and Information Attendant by increased responsibility for performing more advanced safety and security functions, proactive planning, and exercising a greater level of independent judgement in enforcement of City and departmental rules, regulations and codes of conduct. A broad knowledge of laws, regulations and best practices relating to security procedures, as well as de-escalation and conflict resolution techniques is required to proactively respond to challenging behaviors and inform action.

SUPERVISORY RELATIONSHIPS:

Reports to an assigned supervisor. Work is performed independently under general supervision and the guidance of City and departmental policies, procedures and codes of conduct. May serve as lead worker to lower classified staff.

ESSENTIAL FUNCTIONS:

1. Monitors and secures buildings, contents and grounds in designated areas. Conducts frequent patrols and maintains presence to prevent and deter theft, vandalism, illegal or dangerous activities and inappropriate conduct. Ensures that all areas of facilities are limited to authorized users. May use live stream video to monitor assigned areas.

Performs opening and closing security procedures. Closing duties include performing final security check of entire building/designated area and premises; locks doors and ensures the safety of City staff as they leave the building.

2. Explains and enforces City and departmental policies, procedures, codes of conduct, rules and regulations. Acts proactively to defuse or interrupt disruptive situations; employs de-escalation techniques and conflict resolution skills to minimize disruption to City services; determines compliance with codes of conduct in issuing appropriate sanctions. Follows progressive enforcement procedures such as issuing warnings, temporary denials of service, and up to 30 days exclusions notices when needed.

3. Proactively builds relationships and establishes trust with community members of all ages, cultures and diverse backgrounds. Refers patrons experiencing substance use, mental health episodes, homelessness, and other crises to appropriate personnel for specialized assistance. Treats individuals with respect and dignity.

4. Prepares detailed incident reports and maintains incident database. Accurately documents behavioral, safety and security incidents and ensures complete information about incident, response, outcomes and other relevant information is recorded in the applicable database.

5. Reviews incident reports of others to inform subsequent actions and appropriate progressive enforcement measures. Keeps informed of security incidents to prepare appropriate progressive enforcement action when needed. Gathers and records information needed to administer progressive enforcement procedures. Maintains confidentiality of sensitive records and follows public disclosure laws and policies.

6. Responds to safety or emergency situations. Serves as primary liaison for incidents at assigned facility unless explicitly relieved by law enforcement, Fire/EMS, operational person in charge, supervisor, manager, or Director. Preserves scene and/or secures area while awaiting law enforcement response for follow-up of incident. Aids in building evacuation during emergencies.

7. Greets visitors and promotes good public relations by answering directional, informational, or other questions and explaining policies, procedures and regulations. in a friendly and cheerful manner. Performs security and welcoming functions for meetings and special events. Assists with department programs such as concerts, art and nature walks, library programs and activities. Gathers supplies and equipment for events and activities. Performs set-up and breakdown of equipment. Restocks supplies and displays, as needed. May assemble and relocate shelving, equipment and furniture.

8. Actively monitors for safety and security concerns and makes recommendations to improve policies/procedures. Identifies patterns of problematic behavior and consults with management about improving response. Provides input and assists with planning and developing safety and security programs to maintain a safe and welcoming public space for patrons and staff. May review video footage from security camera systems in collaboration with management to analyze incidents and make recommendations on improving response. Assists in providing training to department staff regarding security and safety procedures and policies. Attends City and department safety meetings.

9. May serve as lead worker to lower classified staff. Organizes, assigns and monitors work; provides training, technical guidance and feedback. Provides feedback on employee performance to supervisor.

ADDITIONAL WORK PERFORMED:

1. May assist with urgent custodial duties, such as small cleanups of biological contaminants, in the absence of custodial staff. May perform snow and ice removal from walkways and outside ramps to ensure safe user access.

2. Operates security or property-related programs such as lost and found materials. Ensures adequate emergency, First Aid, and Naloxone supply inventory as assigned.

3. Depending on level of comfort, may provide First Aid support / CPR / AED / Naloxone according to departmental policies/procedures and Washington State Good Samaritan Law to individuals in distress while awaiting first responders.

4. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- Broad understanding of the characteristics, services, and activities of general security functions.
- Knowledge of, and ability to, explain and enforce rules of conduct and departmental or other applicable rules and policies.
- Laws and regulations relating to security procedures and methods.
- Knowledge in de-escalation and conflict resolution techniques for challenging behaviors.
- Principles and processes for providing excellent customer service and resolving conflict.

Skill in:
- Demonstrate patience and sensitivity to serve the needs of internal and external customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities and/or other vulnerable populations.
- Basic computer skills
- Defusing confrontational and potentially physically threatening situations.
- Communicating policy and procedures to the public in a courteous and consistent manner.

Ability to:
- Maintain an appropriate demeanor with staff and the public while enforcing security rules, often under stressful conditions.
- Recognize and assess situations, exercise judgment and discretion, and to take appropriate action in handling security situations.

- Use interpersonal and written communications with staff, Law enforcement, patrons and the general public.
- Exercise authority appropriate to various circumstances.
- Interact with the public and coworkers using courtesy, tact and good judgment.
- Work as a team member and project with a positive attitude.
- Read, understand and retain written information such as information regarding the facility, available services, rules, regulations, policies and procedures.
- Work independently with general supervision.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job including:
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone and fax machine;
    - Frequently communicate accurate information and ideas with others;
    - Frequently move between work sites;
    - Frequently stand for extended periods of time;
    - Frequently exposed to outdoor weather conditions;
    - Lift and transport objects weighing 30lbs regularly and 50lbs occasionally.

WORKING ENVIRONMENT:

Work is primarily performed in City facilities, parks or in outdoor parking garages and parking areas depending on assignment. May be exposed to outdoor elements, inclement weather and vehicle exhaust fumes. May be required to wear City-issued uniform and meet grooming standards. Involves a high degree of interaction with the public. May be exposed to hostile, offensive language, or interactions with angry or volatile individuals.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or equivalent required.
- Three (3) years of experience responding to, de-escalating and maintaining records of security incidents required.
- One (1) year of work experience involving extensive interaction with the public, including experience ensuring adherence to policies and procedures with community members of all ages, cultures and diverse backgrounds.
- Associate or bachelor's degree with an emphasis in law, risk management, criminal justice, emergency management, or closely related field preferred.
- Some positions may require additional experience or training.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Washington State driver's license and good driving record required at time of hire for some positions. Must submit a three-year driving record abstract prior to hire.

- Willingness and ability to work evenings, rotating shifts, weekends and occasional holidays.
- Ability to obtain and maintain First Aid and CPR certification within three (3) months of hire.
- Completion of department specific training based on requirements of the position. Examples of trainings may include:
    - Homeless de-escalation training series
    - Substance abuse
    - FEMA ICS 100 and ICS 700

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12/24

REVIEWED BY: _____
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Interim Human Resources Director

COMMISSION ADOPTION: December 11, 2024