City of Bellingham
Classification Specification

CLASS TITLE	**Security and Information Attendant**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**104**
CS:	**No, Yes**
FLSA:	**Y**
EEO/SOC CODE:	**SM/ 33-9032**

NATURE OF WORK:

Provides unarmed safety and security in assigned City-owned properties and surrounding areas including facilities, parks, and parking areas. Monitors and patrols assigned areas to ensure appropriate behavior of facility users and to prevent disruptive behavior, loitering, trespassing, theft and vandalism Responds to safety or security situations and contacts appropriate staff, law enforcement or other emergency personnel as appropriate. Provides directions, information and assistance to visitors and helps ensure safe access to facilities. Enforces City and departmental regulations as appropriate. Performs occasional custodial tasks to ensure cleanliness and safety for facility users. May provide telephone reception and perform clerical duties as assigned by supervisor.

DISTINGUISHING CHARACTERISTICS:

The Security and Information Attendant classification is distinguished from the Security and Information Specialist classification by its primary responsibility for performing immediate actions to ensure the safety, physical security, visitor assistance and basic incident reporting. The Security and Information Specialist performs more advanced security functions, conflict resolution and de-escalation along with proactive program area planning, all of which require a greater level of independent judgement and knowledge of applicable laws and regulations.

SUPERVISORY RELATIONSHIPS:

Reports to a departmental supervisor. Works independently under general supervision and the guidance of City and departmental policies and procedures. Receives day-to-day direction from Security and Information Specialists.

ESSENTIAL FUNCTIONS:

1. Secures buildings, contents and grounds, as appropriate. Conducts frequent patrols to prevent theft, vandalism and inappropriate conduct. Ensures that all areas of facilities are limited to authorized users. Acts immediately to address inappropriate behaviors and evict unauthorized users. Identifies and responds to security and custodial needs. Responds to safety or security situations and contacts appropriate staff, law enforcement or other emergency personnel as appropriate. Reports and records all incidents. Performs opening and closing assignments. Ensures safety of staff as they leave the building.

2. Responds to safety or emergency situations directly or by contacting appropriate staff, law enforcement or other emergency personnel as necessary. Notifies staff and aids in evacuation during emergencies. Assists staff and visitors as needed during emergency situations.

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. Greets visitors and promotes good public relations by answering directional, informational, or other questions and explaining policies, procedures and regulations. Performs security and welcoming functions for meetings and special events.

5. Explains and, when needed, enforces City and departmental policies, procedures, rules and regulations. Issues warnings or takes corrective action as applicable. Acts proactively to defuse potentially disruptive situations, recognizing, and referring situations best handled by law enforcement. Escorts unauthorized users and disruptive visitors from assigned premises, gaining assistance of law enforcement when necessary.

6. Provides program input to maintain a safe and inviting atmosphere for patrons and staff. Implements safety procedures and supports safety program and improvements. Attends City and department safety meetings. May train department staff regarding safety procedures and policies. Assists with emergency drills.

7. Writes detailed incident reports and helps to maintain incident database. Reports and records all incidents; identifies damage to the buildings, furnishings, or equipment as well as identifying and reporting safety concerns.

8. Performs litter pick-up and basic custodial duties to ensure cleanliness and safety of facility and assigned area.

9. Assists with department programs such as concerts, art and nature walks, library programs and actitivites. 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.

ADDITIONAL WORK PERFORMED:

1. Removes snow and ice from walkways and outside ramps.

2. Provides telephone and other clerical assistance as needed.

3. Assists customers with minor problems.

4. May assist in training other attendants.

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

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:

- Knowledge of, and ability to, explain and enforce rules of conduct and departmental or other applicable rules and policies.

Skill in:

- 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:

- Exercise authority appropriate to various circumstances.
- Communicate respectfully and effectively with facility users and diverse populations, in various states of emotion and distress.
- Respond to security or emergency situations calmly and with good judgment.
- Interact with the public and coworkers using courtesy, tact and good judgment.
- Maintain effective relations with people with mental and physical disabilities.
- Work as a team member and project 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.
- Ability to adjust style of approach and interpersonal actions to circumstances is critical.
- 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, copier 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:

Depending on assignment, work is primarily performed in City facilities, parks or in outdoor parking garages and parking areas. 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:

- One (1) year work experience involving extensive interaction with the public required, including experience dealing with volatile and confrontational situations.
- Experience ensuring adherence to policies and procedures with community members of all ages, cultures and diverse backgrounds preferred.
- Experience responding to, de-escalating and maintaining records of security incidents preferred.
- Some positions may prefer additional experience or training related to the vacancy.

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.

PREPARED BY: L. Klemanski
4/08

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COMMISSION ADOPTION: 12/11/2024