

**POSITION TITLE:** Safety/Training Associate – Safety and Security

**QUALIFICATIONS:** High school diploma or its equivalency required. Associate's degree in social work, police science, criminology/criminal justice or related field preferred. Virginia School Resource Officer/School Security Officer Certification preferred. Must have at least three years of recent, successful experience in juvenile justice, law enforcement, or social services, preferably with juveniles, or related experience determined to be an acceptable substitute by the Human Resources Department. A minimum of 2 years of office associate experience, Ability to effectively communicate with and work cooperatively and collaboratively with co-workers, department and school staff, vendors and the general public. General knowledge of business office procedures. Ability to work under pressure, effectively plan, organize, and coordinate work, both independently and as a team leader. Superior organizational skills required. Ability to perform basic mathematical calculations; excellence in business English, grammar, spelling, and punctuation; ability to communicate clearly and concisely, both orally and in writing. Must be adaptable to changing priorities, can effectively complete multiple assignments simultaneously. Excellent customer service and public relations skills required. Experience with windows based computers and with Microsoft Office Excel, and Word software applications required. Must be able to demonstrate proficiency with Microsoft Word software applications required. Must successfully complete a background investigation and criminal record check. Must complete and receive the Virginia School Resource Officer/School Security Officer Certification within 60 days of hire date. Must be able to perform all duties and responsibilities of the position. Must possess a valid Virginia driver's license and a satisfactory driving record.

**PERFORMANCE EXPECTATIONS:** Monitoring radio and telephone calls to ensure compliance with customer service and service delivery protocol guidelines, provide assistance and support services to Zone Supervisors, analyzing emergency situations to determine and implement the best course of action; scheduling substitute and temporary staff as needed; assisting in the training and development of employees and conduct preliminary screening of security applicants, interviewing candidates for possible employment; Performing administrative and technical duties associated with Human Resources and equipment operation. Process off duty assignment payroll and invoices, serve as alternate for departmental payroll and purchase orders. Dispatch and log calls for service and incidents, serve as command center for district wide incidents, provide daily and continuous incident notifications to district leadership, liaison with transportation, Richmond Police Communications, Family and Community Engagement (FACE) and Facilities Services during emergency situations. Operate office equipment including computers, Microsoft applications, Reportexec, AS400 and RAPTOR in addition to specialized equipment as hand held radios, video systems, hand held and walk-thru metal detectors. Process alarm code requests and audits throughout the district. Service and process subpoenas from Virginia Court System. Monitors and evaluate the efficiency and effectiveness of service delivery methods and procedures within departmental policy, appropriate service and staffing levels. Assist with coordination and conducting staff development throughout the year, serve as training officer for (REPORTEXEC) Incident Reporting System. Provide assistance to school security officers with incident management. Monitors the school climate through the assessment of the interaction of the students and school staff, reports incidents and personal observations of students. Reports situations and trends that indicate a need for intervention by the appropriate school administration, community, social services, or law enforcement agencies. Assists in the control and removal of persons not officially verified as participants in official functions, escorts authorized and unauthorized visitors to building administrators as required. Must operate and maintain all security related equipment.

Assists in the safe and orderly conduct of school activities. Assumes responsibility for assigned services and activities. Deliver efficient, expedient, courteous quality service which promotes a safe, supportive, and thriving school district. Performs other related duties as assigned.

**GENERAL DEFINITION AND CONDITIONS OF WORK:** Performs responsible protective service work maintaining a safe and secure environment at the schools. Work may require some pulling and lifting up to 30 pounds; help break up physical altercation between students and/or physically restraining a student. Work requires climbing stairs, long periods of walking and standing. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels. Visual acuity is required for visual inspection involving safety and security concerns and problems, operation of motor vehicles or equipment, and observing general surroundings and activities.

**REPORTS TO:** Chief of Safety and Security

**PAY SCHEDULE:** Unified Pay Schedule, Pay Grade 112

**LENGTH OF CONTRACT:** 260 Days (12 months)

**FLSA:** Non-exempt