

SECURITY OFFICER 4

Position Summary

Under the general supervision of the Buildings/Grounds Superintendent, the Security Officer 4 is responsible for providing safety, security, fire and alarm monitoring and response for the members, staff, guests and physical property of the Wisconsin Veterans Home at King (WVHK). The incumbent has responsibility in one of the following specific areas of emphasis: staff training; dispatch; member records and information; and special equipment/wandering member information.

Time% Goals and Worker Activities

50% A. Performance of Dispatch and Emergency Response Services

- A1. Staff the campus switchboard and/or dispatch center and receive incoming calls.
- A2. Based on the nature of the call, determine the appropriate action(s) to be initiated.
- A3. For calls requiring immediate attention, proceed to the site with appropriate equipment.
- A4. Investigate and document the circumstances surrounding the call including interviewing appropriate witnesses, and report to management.
- A5. Summon or dispatch services or resources, including calling in county fire department, off-duty staff or contacting the Administrator on-call to authorize additional actions.
- A6. Record and monitor approximately 130 views of campus.
- A7. Report concerns/issues to leadership for action.
- A8. Perform fire watcher duties; alarm response, alert local fire department, extinguish or suppress fires; protect exposures; and begin evacuation of area/site/building, in accordance with established practices, policies and procedures.
- A9. Monitor and report on member wandering and elopement systems.
- A10. Monitor and notify accordingly for campus alarms (i.e., information systems server a/c units, dietary chiller and cooler, medical gas, liquid oxygen, elevators, sump pump, high water/oil, Commandant's dwelling, and outgoing 911 calls).
- A11. Apprise appropriate supervisors regarding any incidents or actions taken, staff called in, personal injuries, property damage, etc.
- A12. Issue access control cards and hard keys utilizing current systems and reconcile system for key accountability.

30% B. Provision of Safety Equipment Inspection and Campus Safety/Security Services

- B1. Test and maintain all non-building safety equipment.
- B2. Document testing results and corrections as required.
- B3. Monitor the weather alert system and county emergency radio channels for hazards that may affect WVHK, and recall WVHK vehicles and boats if appropriate.
- B4. Record and process motor vehicle license checks in support of parking violations and safety concerns.
- B5. Cite violations, contact owners and/or have vehicles towed.
- B6. Open and secure facility buildings before and after hours.

B7. Patrol campus periodically to ensure employee, member and visitor safety.

5% C. Performance of Activities in the Assigned Area of Specialty

C1. Identify activities to comply with state, federal and/or local requirements for the area of specialty.

C2. Determine schedule and/or timeline of activities and schedule staff resources or other entities, including appropriate training.

C3. Review and monitor results of activities and revise activities or actions to continually improve performance in assigned area.

C4. Prepare documentation, reports and other paperwork to comply with reporting requirements of the WVHK.

C5. Conduct research to maintain currency with technology or state-of-the-art methods and recommend revisions to the program to best meet the needs of the home.

C6. Identify problem areas and recommend corrective action to Buildings/Grounds Superintendent.

10% D. Performance and Documentation of Activities Relating to Security and Transportation Functions

D1. Document action(s) taken, investigation(s) conducted, and/or witness statements as part of responding to any incident.

D2. Search computerized information and print or transmit copies as necessary.

D3. Draft, review and/or provide input into the development of action plans, emergency operation procedures, standards or practices to respond to incidents as they arise.

D4. Safely operate non-commercial vehicles for member transportation.

D5. Verify special needs of members being transported.

D6. Secure and inspect all special needs equipment, items and securements prior to departure.

D7. Conduct required pre- and post-trip inspections of state-issued vehicle.

D8. Inspect, troubleshoot, record and perform minor vehicle and equipment maintenance and request additional maintenance as necessary.

D9. Provide required documents to the Department of Administration's Central Fleet Services.

5% E. Performance of Other Work as Assigned

E1. Perform housekeeping duties, including building and vehicle custodial duties.

E2. Attend scheduled training as assigned.

E3. Control and issue member and state-owned weapons in accordance with local policies.

E4. Serve as point of contact for medical doctor on-call and maintain call log to be audited by WVHK leadership.

E5. Screen campus visitors.

E6. Perform other duties as assigned.

Knowledge, Skills and Abilities

1. Knowledge of Wisconsin Department of Veterans Affairs, Federal Veterans Administration and WVHK safety and security policies, practices and procedures
2. Ability to wear personal protective equipment (PPE)
3. Knowledge of fire prevention and suppression theory and techniques
4. Knowledge of practices for disposal of biohazardous materials
5. Skill in verbal and written communication
6. Skill in computer use, including Microsoft Office Suite or similar applications and computerized security systems
7. Knowledge of recordkeeping principles and practices
8. Ability to recognize and obey common signage, including maps and plans
9. Ability to detect and assess hazardous and potentially hazardous situations
10. Ability to prioritize dispatch calls and take follow-up action
11. Ability to perform fire watcher tasks
12. Skill in problem solving
13. Knowledge of the rules, regulations, and policies relevant to patient privacy (e.g., Health Insurance Portability and Accountability Act (HIPAA), etc.)
14. Ability to work independently and as a member of a team
15. Ability to operate a switchboard and/or dispatch system
16. Skill in customer service
17. Ability to discern emergency situations and follow appropriate member-assistance protocols
18. Knowledge of facility plans and specifications

Special Requirements

- Possession of a valid Wisconsin driver's license
- Meet minimum standards for driving a state vehicle according to Department of Administration's Central Fleet policies

Physical and Environmental Conditions

Physical conditions vary dependent on weather, situational factors, and scheduled duties. Patrol and response to dispatch calls can require moving across varied terrain and interior environments ranging from multiple-story staircases to small, confined spaces. Routine assignments can require moving traffic barricades weighing up to 35 pounds and measuring up to 12 feet in length. Emergency situations can require ability to move quickly and lift and carry scoop stretcher with people of varying weights. Duties require the ability to perform a variety of routine physical activities on a frequent basis (e.g., lifting, bending, reaching, pushing, pulling, kneeling, etc.).