
Nature of Work

Assists the Security Manager in providing security and safety functions to employees, customers, and assets described in Spokane Transit's security program. Assists in conducting investigations, responds to criminal acts, disputes, or other matters involving the safety and security of STA's customers, employees, and property. Duties require the ability to apply reason and exercise independent judgment in resolving problems and to assess and successfully respond to a variety of situations where only limited standards, codes, laws, and regulations exist. This position has extensive public contact, may work alone or in remote areas and have exposure to potentially hostile environment, noise, dust, grease, smoke, fumes, noxious odors, and gases. Works in an office environment, outdoor setting in all types of weather and temperature conditions. Travels to other locations for business purposes.

Supervision Received

This position is under the general supervision of the Security Manager.

Supervision Exercised

None.

Essential Functions

- Must successfully complete the field training program.
- Conduct thorough physical security assessments of transit facilities and properties; report inoperable equipment, physical security breaches, and all threats to assets, employees, and customers while on foot patrol or driving vehicles.
- Use radio and cell phone to communicate security-related information to supervisor(s), agency control centers and/or police.
- Accurately complete various reports including the Daily Field Activity Report, Security Incident Reports, Police Uniform Incident Reports, Monthly Reports, and Alarm Reports. Reports will be entered in the computer. Will also enter key information into security database.
- Search transit facilities and vehicles for suspicious devices and/or people.
- Answer customer requests for assistance.
- Conduct active surveillance of various locations using camera systems capturing video evidence for use in criminal and civil proceedings.
- Listen and respond to radio traffic, respond to employee reports of suspicious activity, investigate and report suspicious activity, notify law enforcement of criminal activity and prepare detailed incident reports.
- Take photographs of evidence for reporting purposes.
- Issues Criminal and civil Citations as well as Notice of Infractions for crimes/infractions that occur on Transit property and/or coaches; issues passenger exclusion orders according to the established procedures as part of the exclusion program; issues notices of infractions pursuant to RCW 7.80.050, both orally and in written notices.
- Conduct traffic control and employee escorts as needed or requested.
- Request proof of payment and/or request proof of identification, to include driver's license or photo ID, in accordance with RCW 7.80.060.
- Assist in coordinating and scheduling the work, training and activities of agency and contract security personnel.
- Monitor Spokane Transit's photo identification program; issue, delete, and update employee and vendor photo identifications upon hire/termination of services, troubleshoot minor problems with system hardware and software.
- Act as a representative of Spokane Transit in an honest and ethical manner at all times.
- Exhibit conduct becoming of a Transit Officer both on and off duty.

- Follow all STA and Security department rules and regulations.
- Obey all local, state, and federal rules, laws, and regulations.
- Represent Spokane Transit in professional and positive light to the community.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.
- Other duties as assigned.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in the accident prevention program, follow safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor, or safety committee representative, or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements

Training & Experience

Experience in public safety, customer service, or related field. Coursework or degree in Criminal Justice, psychology, or related field preferred.

License

Possess a valid driver's license from the state of residence. Ability to obtain and maintain status as a "Specially Commissioned Peace Officer" in both the City of Spokane and Spokane County (if the program is reinstated) is mandatory. Successfully pass a criminal and civil background check. Following hire, must be able to obtain defensive tactics certification, OC (Oleoresin Capsicum) certification and baton certification.

Physical Requirements

Must have adequate clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively, and perform telephone and radio communication. Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and perform surveillance. Must have sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to write reports, utilize equipment required for the performance of duties, and operate a vehicle.

Must have sufficient personal mobility, flexibility, stamina, strength, agility, and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop repeatedly, walk, and stand for extended periods of time, walk up and down stairs consistently, lift 50 to 80 pounds, and to perform all duties required in a quasi-law enforcement environment.

Computer Skills

Basic computer skills required. Experience within the Microsoft environment preferred.

Selection Factors

Knowledge of

- Operations, services and activities of a security program.
- Modern principles and practices of security and safety enforcement.
- Methods and techniques of compiling and presenting security information.
- Investigative methods and procedures.
- Principles of the Spokane Transit's Rules of Conduct.
- Pertinent Federal, State, and local codes, laws and regulations.
- Occupational hazards and standard safety practices.
- English usage, spelling, grammar and punctuation.

Ability to

- Provide security service to protect Spokane Transit clients, employees and property.
- Implement new security procedures.
- Direct the response to crimes and incidents.
- Respond to criminal acts, disputes and other safety and security related matters.
- Apply reason and exercise independent judgment in resolving security related problems.
- Deal with a variety of variables in situations where only limited standards, codes, laws and regulations exist.
- Deal with persons of varying social, economic and cultural backgrounds fairly and without bias.
- Be assertive, when needed, with the public and use physical force when appropriate.
- Enforce Federal, State laws, municipals codes and Spokane Transit's Rules of Conduct.
- Establish and maintain complex records and reports.
- Independently prepare routine correspondence and memoranda.
- Ensure adherence to safe work practices and procedures.
- Understand and follow oral and written instructions.
- Write clear, concise and accurate reports containing both written and numeric expression.
- Establish and maintain effective working relationships with those contacted in the course of work.
- At scene of incident administers first aid, conducts preliminary investigations, gathers evidence, obtains witnesses, and makes arrests; testifies as a witness in court.
- Interview persons with complaints and inquiries and attempts to make the proper disposition or direct them to proper authorities.
- When assigned, participates in training activities at the police training academy; may be directed to instruct or establish curriculum for instructional purposes.
- Ability to understand and carry out oral and written instructions.
- Ability to write and speak effectively.



Position Description Transit Officer

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- Ability to function in high stress situations.
 - Coordinate and monitor work activities of contract security officers.
 - Assist in training new transit officers or other personnel and provides on-going work leadership.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation, or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Employee Signature

Date