

**MEMPHIS HOUSING AUTHORITY
700 ADAMS AVENUE
MEMPHIS, TN 38105**

POSITION: Full-time Armed Security Officer
REPORTS TO: Police Commander
DEPARTMENT: Protective Services
SCHEDULE: Midnight until 8:00 am, Monday-Friday may be required to work shifts, weekends and are subject to call-back and overtime.

The Armed Security Officer (ASO) will assist in developing a safe and peaceful living for our residents and decrease the fear of crime. The ASO will play an essential part in increasing the perception of safety and assist in the reduction of violent and non-violent activity on the MHA owned and managed developments. The ASO will also secure and assist the MHA staff and visitors. ASO will represent MHA in a professional and courteous manner. Duties may vary for time-to-time and other duties may be assigned.

Duties/ Responsibilities may include, but are not limited to the following:

1. Secure the Agency's property, staff and residents by maintaining a safe and secure environment
2. Assist resident's guest with signing in and out and check identification when necessary
3. Upon request assist local law enforcement in incidents occurring on MHA owned and managed developments
4. Observe for signs of crime or disorder and investigate disturbances
5. Patrol all MHA owned and managed developments, grounds and common areas via (foot and vehicle)
6. Respond to Authorization of Agency request and initiate protocol
7. Assist with monitoring security practices for compliance with established policies and procedures
8. Testify on behalf of the Agency in Court proceedings
9. Notify Towing Company of illegally, unauthorized and inoperable vehicles located on MHA owned and managed developments and central office
10. Supervise the eviction process
11. Responds to routine requests for information or assistance from members of the staff, the public or other individuals.
12. Prepares and/or generates routine reports, logs, directories, forms and other documents.
13. May be required to operate a variety of communications and security equipment
14. Monitor security cameras and direct response to MHA Police/Security accordingly;
15. Maintains proficiency in the use of all assigned protective equipment, restraint devices and weapons
16. Preserves order and acts to enforce regulations and directives for the site pertaining to personnel, residents, visitors, and premises
17. Builds, improves and maintains effective relationships with residents, employees and guests
18. Respond to alarm calls and resident lock-outs
19. Report safety concerns, security breaches and unusual circumstances both verbally and in writing (incident/offense report)
20. Handles security issues or emergency situations appropriately
21. Works in environments and under conditions that require carrying authorized weapons and ammunition, the use of protective gear and devices, and awareness of personal safety and safety of others
22. Answer/Respond to alarm calls and resident lock-out calls.

Physical and Mental Functions:

1. Stand or walk constantly (for upto an entire shift) on various surfaces (tile, concrete, carpet), •
2. Climb stairs, ramps, or ladders occasionally during shift
3. Occasionally bend/twist at waist/knees/neck to perform various duties
4. Occasionally lift or carry up to 40 pounds
5. Run as needed
6. Constant use of both hands and arms in reaching/handling/grasping/fingering while using phone,
7. notepad, writing reports, and other administrative tasks
8. Constant use of eyes (correctable vision to normal *level* required) to observe, read, interact with
9. public and co-workers, view security monitors; includes hand/eye coordination
10. Work in various environments including adverse outdoor conditions such as cold, rain or heat;
11. Constant mental alertness and attention to detail required while setting priorities and following up on assignments

REQUIREMENTS/QUALIFICATIONS:

1. High school diploma or equivalent required
2. At least 21 years of age.
3. Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines.
4. Must be able to frequently prepare written reports and logs in neat, legible handwriting; may require computer skills.
5. Must be able to read and understand all operating procedures and instructions
6. Must be able to obtain a valid Guard License and Armed Guard License as required in the State of Tennessee.
7. As a condition of employment, employee must successfully complete a background investigation and a post-offer/pre-employment drug/alcohol test.
8. As a condition of continued employment, employee must maintain current active status of all required License at all times, and must carry the license at all times while on duty.
9. Must display exceptional customer service and communication skills.
10. Remain flexible to *ever* changing environments; adapt well to different situations.
11. Computer skills to utilize innovative, wireless technology.
12. Ability to maintain satisfactory attendance and punctuality standard.
13. Neat and professional appearance.
14. Ability to handle both common and crisis situations, calmly and efficiently.
15. Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal *level* required) in communicating with public/co-workers, *giving* and receiving instructions, and using phones.
16. Must be able to handle pressure of working with high *volume* public (constantly to occasionally depending on assignment)
17. Must have a valid driver's license.

Applications with a current Resume may be filed at the Memphis Housing Authority, 700 Adams Ave., Memphis, TN 38105 ATTN: Human Resources Department. All applications must reach the Authority before the close of business on **07/24/2018**.

MEMPHIS HOUSING AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER:

Appointments will be based on merit as it relates to position requirements without regard to race, age, religion, color, sex, national origin, or disability.