

SECURITY/INFORMATION OFFICER 2**Nature of Work**

Under general supervision, at full performance level, functions as a lead officer to other Security/Information Officers and relief supervisor to the Security Chief. Guards an assigned area of the cultural center facility or one of the historic site facilities to protect exhibits and artifacts. Assists the public and greets visitors to the Cultural Center or historic site facility, answers general questions and provides directions and information concerning exhibits, activities and scheduled events. Stands at post or patrols assigned area to watch for suspicious activities and monitors facility to prevent theft or damage of exhibit items or artifacts and to prevent disturbances at musical and theatrical performances. May work a rotating schedule that includes evenings, weekends and holidays. Performs related work as required.

NOTE: The Security/Information Officer 2 does not use physical force to subdue violators. If the violator cannot be deterred from destructive, abusive or disruptive behavior by informing the violator of the consequences of the undesirable behavior, the officer contacts Capitol Complex Protective Services or the local police department to stabilize the situation.

Distinguishing Characteristics

The Security/Information Officer 2 is distinguished from the Security/Information Officer 1 by the presence of regularly assigned lead worker duties. The Security/Information Officer 2 trains new officers, regularly assigns work to officer staff and possesses the authority to approve or disapprove leave. The Security/Information Officer 2 may participate in the performance evaluation of co-workers. The Security/Information Officer 2 serves as the back-up supervisor of Culture and History Security staff when the Security Chief is on leave.

Examples of Work

Trains new officers in execution of their duties until they are judged to be competent to function independently.
Greets visitors and answers general questions concerning exhibits, events, programming and future activities.
Guards exhibits, archival and artifact collections and property in order to prevent damage or theft.
Reports any unusual or suspicious activities to supervisor.
Prepares and files written incident, observation and other security reports.
Explains policies and procedures to visitors; warns violators of consequences of rule infractions.

SECURITY/INFORMATION OFFICER 2 (CONT'D)**Examples of Work (cont'd)**

Escorts violators from building when necessary; contacts law enforcement officials when necessary to remove violators from the premises.

Responds to emergencies or accidents and reports incidents to Security Chief or appointed designee as soon as possible.

Serves as back-up supervisor in the absence of the Security Chief by assigning work to staff, ensuring posts are covered and resolving security problems.

Knowledge, Skills, and Abilities

Ability to lead the work of others and to schedule work to ensure events and security posts are covered.

Ability to interact with the general public in a courteous manner and to establish and maintain effective relationships with co-workers and supervisor.

Ability to learn basic information about exhibits and activities in order to answer visitor questions.

Ability to speak in a clear and correct manner.

Ability to learn security procedures established by the West Virginia Division of Culture and History.

Ability to understand and follow verbal and written instructions.

Ability to keep records according to established security reporting guidelines.

Ability to prepare clear, concise and factual accounts of instances of rule infractions, accidents and emergencies.

Minimum Qualifications

TRAINING: Education equivalent to graduation from a standard high school.

SUBSTITUTION: Four years of full-time or equivalent part-time paid experience which included meeting and talking with the public may be substituted for the required training on a year-for-year basis.

EXPERIENCE: Two years of experience in responsible public contact work, one of which must have been as a security guard or security officer.

Established: 04/18/02
Effective: 06/01/02