

Operation Nightwatch

Job Description

JOB TITLE: NIGHT SECURITY
REPORTS TO: Shift Supervisor/Dispatch Center Manager
SUPERVISES:
FLSA STATUS: EXEMPT: _____ NONEXEMPT: X

JOB SUMMARY

The Night Security person ensures that clients, volunteers and staff are treated in a way that is consistent with our Christian foundation – with emphasis on fairness, honesty, dignity and respect. The position has primary responsibility for the safety, security and order within the Dispatch Center and the immediate area outside of the Dispatch Center. The Supervisor, Dispatch Lead, and/or Dispatch Center Manager support the Night Security on duty on any particular night.

ESSENTIAL JOB FUNCTIONS:

(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)

Helping Homeless Clients

1. Before opening, monitor the area immediately surrounding the Dispatch Center for client presence in the neighborhood and communicate entry rules and processes with clients as appropriate.
2. At opening, monitor clients at the entrance door for proper entry tickets and control the flow of entry.
3. Be available throughout the Dispatch Center to assist clients and answer questions.
4. Support the Desk Supervisor by intercepting and answering questions at the desk.
5. Monitor the Dispatch Center and be alert to incidents as they are developing. Resolve any incidents that arise appropriately and compassionately.

Working with Volunteers

1. Welcome the volunteers. Assist and support them with any questions they may have.
2. Give a brief kitchen orientation to include trash & recycling requisites, overview of equipment, timeline and process of entry for clients, etc.
3. Be alert to any incidents that may develop involving the safety of the volunteers. Be ready to intervene and assist as needed.
4. Instruct client volunteers on proper disposal procedures for trash, recycling and composted items. Check dumpster area prior to closing to ensure proper disposal.

Working with Staff

1. Works together as a team with staff and volunteers, to accomplish the goals of the Dispatch Center on any given night.
2. Works together with the Desk Supervisor, Dispatch Lead and Manager to respond to incidents, whether within or outside of the Dispatch Center.

Building and Neighborhood

1. Monitors neighborhood for early arrivals before opening and lingerers at closing and takes appropriate action.

2. Ensures that the Dispatch Center, including restrooms and kitchen, are ready before opening, and tidy and fully stocked with paper and liners prior to closing.
3. Ensures that trash in the area (including but not limited to along 14th Avenue S., the corner parking lot, and along South Main Street) is collected and properly disposed of each night.
4. Performs other related duties as required including, but not limited to, opening and closing checklist tasks.

Administrative

1. Reports building maintenance problems and supplies needs on a timely basis.
2. Communicates information, as required, with the Supervisor and administrative staff.
3. Secures valuables (i.e. bus tickets, hygiene supplies, etc.) as appropriate.
4. Updates the Log each night regarding the night’s activities.
5. Agrees to support and execute policy and procedural changes as required.

ESSENTIAL JOB QUALIFICATIONS:

(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)

1. **Education:** High school diploma.
2. **Experience:** Experience working with people who are homeless and prior security experience.
3. **Other Qualifications:** Ability to work well in a chaotic environment. Communication skills as evidenced by the ability to express self clearly, both verbally and in writing.

Physical Requirements:

- | | | | |
|----------------------------|--------------|-------------------------|--------------|
| • Standing/walking: | Constantly | Sitting: | Never |
| • Lift/Carry | Occasionally | Push/Pull | Occasionally |
| • Climbing | Rarely | Bending/twisting | Occasionally |
| • Hands/Arms | Constantly | Sight | Constantly |
| • Speech/Hearing | Constantly | | |

**Key: Constantly = over 2/3 time; Frequently – 1/3 – 2/3 time; Occasionally = 1/3 – 1/10 time
Rarely = less than 1/10 time Never**

This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____ Date: _____

Supervisor Review: _____ Date: _____