

## **CDA SECURITY MONITOR**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible security and customer service work performed at a CDA housing site, managing individuals and property. The work involves providing security services and enforcing lease requirements, facility rules and policies. The work involves making on-site observations, interacting and communicating with the public, following up on complaints, documenting violations, and maintaining necessary records. In addition, the work includes routine tasks such as providing resource and referral services to residents, mediating disputes, parking enforcement, serving notices and eviction notices, testifying in court as required, creating daily reports and collecting coins from laundry machines. The work is performed under the direction of the Housing Site Manager.

#### **Examples of Duties and Responsibilities:**

Patrol and secure assigned areas for resident safety and well-being. Observe behavior and confront residents, guests/visitors, and unauthorized visitors to stop unauthorized/prohibited activities or actions. Diffuse potentially volatile situations.

Mediate disputes among residents and address noise complaints. Enforce lease requirements, facility rules and policies. Perform parking enforcement activities.

Educate residents on appropriate behaviors. Provide information, resource and referral services regarding various social needs to residents.

Serve eviction notices monthly and as required by management. Serve or deliver other notices prepared by property management.

Prepare daily reports. Document lease, rule and policy violations.

Perform related work as required.

### **QUALIFICATIONS**

#### **Training and Experience:**

Generally, positions in this classification will require:

One year of responsible experience involving significant contact with the public in the enforcement of rules and regulations. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

#### **Knowledge, Skills and Abilities:**

Working knowledge of security principles and practices. Working knowledge of Fair Housing laws. Knowledge of practices and procedures for dealing with difficult people and difficult situations. Knowledge of and ability to use computer software applicable to the duties of this position. Ability to interact courteously, effectively, respectfully and assertively with people of various ages, socioeconomic and cultural and ethnic groups. Ability to educate, problem solve and provide support to residents. Ability to recognize and summon help quickly for low-level misdemeanor or criminal activity, psychiatric and medical emergencies. Ability to enforce site rules and policies. Ability to give clear and appropriate directions. Ability to manage or diffuse potentially volatile situations. Ability to rapidly climb stairs and think clearly and act appropriately in an emergency. Ability to observe events and factually report and record them. Ability to maintain confidentiality. Ability to communicate effectively, both orally and in writing. Ability to work independently and make good judgements. Ability to maintain adequate attendance.

**Physical Requirements:**

The incumbent will be expected to physically access/patrol all areas of the site in order to monitor security. Incumbents will be expected to intervene with residents, guests and visitors who are disruptive or behaving inappropriately. Incumbents must be able to stand for extended periods of time, walk rounds, climb stairs, and move rapidly, including up and down stairs in an emergency situation. This position requires some work outdoors in all types of weather at various times of day and night while walking and standing.

| Department/Division | Comp. Group | Range |
|---------------------|-------------|-------|
| CDA Housing         | 16          | 09    |

Approved: \_\_\_\_\_  
Harper Donahue IV  
Human Resources Director

\_\_\_\_\_ Date