



SECURITY ASSOCIATE

Reports to Operations Manager

Job Overview

The Security Associate is responsible to secure Williamsburg Pottery facilities and protect Williamsburg Pottery employees, customers, tenants, and property from harm, theft, illegal actions, and other negative events.

Major Duties and Responsibilities

- Secure client's facility, property, vehicles, or other identified areas from unauthorized access, unwanted trespass of persons, damage, loss from fire or storm, internal system failure, such as water pipes, electrical or HVAC failure, or other negative outcome.
- Monitor facility and property doors, windows, gates, docks, etc. in person and/or through security alarm system and video surveillance. This may also include fire alarm systems, video systems, facility maintenance alarms or other security, safety or monitoring systems as required by the Williamsburg Pottery.
- Protect Williamsburg Pottery employees, customers, tenants, visitors, property, etc. from harm, theft, violence, damage or loss through appropriate control and handling of situations.
- Create the perception for the Williamsburg Pottery and others of respect and trust in the Security Officer and while doing so be able to provide excellent customer service.
- Greet and screen persons reporting to work or visiting client's premises. Instruct persons as per site requirements.
- Investigate unusual occurrences or reports of security violations with urgency and good problem solving manner and process. Document information and contact appropriate persons.
- Report to or notify supervisor, company management, of all actions and/or log shift activities, as per company requirements.
- Stop, deter, or thwart actions by persons to damage, steal client's property, or conduct illegal activities within reasonable concern for personal safety and company policy.
- Contact emergency services, such as police, fire, ambulance, etc. with urgency and provide accurate and coherent information to support their response and resolution of the situation.
- Contact appropriate Williamsburg Pottery representatives.
- Other duties as assigned to further the goals of Williamsburg Pottery Factory.

Qualifications

- Minimum of two years prior security experience
- Ability to read and write English
- Experience observing and noticing unusual circumstances or items which would reasonably suggest a problem.
- Experience observing people to detect evasiveness, suspicious actions or statements, hidden items in clothing, overt acts of aggression or challenge, or being under the influence of alcohol or drugs. Ability to verbally communicate in a manner that is heard and clearly understood.
- Ability to verbally diffuse situations and effectively resolve issues.
- Ability to remain neutral in hostile situations.

Physical Demands

- Sit for extended periods of time.
- Kneel, squat and bend occasionally.
- Occasionally lift up to 50lbs.
- Push/pull up to 50lbs, such as doors, gates, overhead loading dock doors, clear blocked exits, etc.
- See clearly a minimum of 50 yards away, with/without correction.