

Security Guard - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows how to perform security guard duties: Monitor and assess security situations, respond appropriately, seek outside assistance, diffuse dangerous situations, maintain peace and order
- Understands the standards for security enforcement and performs routine guard functions in conformance with organization requirements and sound safety
- Maintains security and safety equipment and protective devices in sound operating order

QUALITY OF WORK:

- Performs all duties and functions productively and to the required standard of security enforcement
- Maintains records of people movement within organization premises before and after closing
- Takes pride in workmanship and performance of tasks; does not allow enthusiasm for authority to impede public and customer relations

QUANTITY OF WORK:

- Maintains and processes all security tasks, as scheduled, to the required standard, without exception
- Maintains the established security procedures: issuance and control over badges, restriction over parking, admittance to premises, and the like
- Maintains an up-to-date telephone listing of all security related agencies: fire, police, FBI

PROBLEM ANALYSIS:

- Resolves inquiries and complaints within defined authority
- Assists staff in resolving unusual security problems and challenges
- Considers pros and cons of possible solutions and offers options to supervisor before proceeding
- Considers security problems as a challenge and opportunity

JUDGEMENT:

- Knows when to refer difficult situations to supervisor or local law enforcement agency
- Offers appropriate suggestions to assist management in resolving maintenance problems
- Always thinks through situation before offering suggestions or opinions
- Treats conflict as misunderstandings; offers positive alternatives to resolve situation