

**PUBLIC SAFETY OFFICER (part-time/variable hour)**

**SUMMARY:** This position is responsible for maintaining a uniformed presence at various posts both inside & outside MCCA facilities. As directed, patrols assigned to ensure all employees, visitors, contractors in MCCA facilities are authorized, while providing a safe environment. Will respond to inquiries made by visitors, contractors, and employees. Knowledgeable about each post staffed by Public Safety at all MCCA facilities. Responds to facility emergencies; provides assistance to other Public Safety Department personnel.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** The Authority's Public Safety Supervisor may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable.*

**Customer Service:**

- Maintains an alert, positive, welcoming, and approachable demeanor.
- Perform all duties in a professional, productive manner with the aim of delivering a superior level of customer service to ensure a successful event and experience for the client, visitors, and attendees.
- Responds to questions and requests from visitors, other MCCA departments, clients and subcontractors, and provides appropriate information/directions in a patient, efficient and courteous manner.
- Greets and assists visitors and clients entering the facility.

**Safety/Security**

- Attends Roll Calls on a daily basis, taking notes when required, reading all department directives, informational flyers, etc.
- As assigned by a supervisor, conducts patrols of MCCA facilities or staffs assigned post.
- Is knowledgeable about each Public Safety post and all Public Safety operating procedures.
- Is knowledgeable about each facility's emergency operating procedures.
- Assists with event security as required or directed by Public Safety Supervisors and Managers.
- Provides a Public Safety presence and acts as a visible deterrent to crime and / or MCCA rules violations.
- Responds to emergencies as necessary or as directed, rendering aid and assistance as required and in accordance with MCCA Public Safety policies and procedures.
- Comes to the aid of fellow officers and / or the public and offers assistance when circumstances warrant.
- Maintains assigned equipment (radios, uniforms, etc.), reporting lost or damaged equipment to assigned supervisor.
- Detects suspicious activities and watches for criminal acts or rule infractions which may be a threat to occupants of the facility, clients, employees and / or the facility itself; takes action to immediately correct and / or immediately report suspicious activity and potential threats as required by the Public Safety Department.

- Report all incidents, accidents, and / or medical emergencies immediately to Public Safety Supervisor or designee.
- As directed, responds to alarm activations, including security, duress, fire and intrusion alarms.
- May be required to possess, carry, and / or use equipment containing Global Positioning Satellite (GPS) and / or Radio Frequency Identification (RFID) technology.

**SUPERVISION RECEIVED:** Supervision is provided by the Public Safety Supervisor and Public Safety Management team and includes assignment of duties, inspection of work, training, coaching, and performance evaluations.

**EDUCATION/ EXPERIENCE:** A high school diploma or GED required. Must have customer service or hospitality experience. Must be energetic, well-organized, a team player, and can relate to people at all levels of an organization, possesses excellent communication skills and committed to the MCCA's mission of delivering superior customer service.

**SPECIAL CONDITIONS OF EMPLOYMENT:** Candidates who have received a conditional offer of employment must satisfactorily pass a pre-employment screening for controlled substances and alcohol, criminal records review, back ground and reference check, and pre-employment physical. Employees will be subject to random, reasonable suspicion, and post-accident controlled substances and alcohol testing and to periodic review of criminal records as determined by MCCA.

**WORK SCHEDULE:** The work schedule of this position is a non-traditional schedule and will fluctuate based on event activity. The position requires the ability to work a flexible schedule including late nights, early mornings, long days, weekends, and holidays and requires employees to be available to work a minimum of thirty-two (32) hours per month, sixteen (16) hours of which to be fulfilled during weekend hours.

**DRESS CODE:** In order to project a professional image and the level of dignity and decorum that is required when serving the public, good grooming is expected of all employees. Employees will be supplied with and required to wear uniforms as determined by the MCCA.

**To apply online please visit:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=136061&lang=en\\_US&source=CC2](https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=136061&lang=en_US&source=CC2)