



Relief Facility Security Agent, On-call

Oregon Convention Center

General recruitment

Status:	Three part-time positions
Work location:	Oregon Convention Center 777 NE Martin Luther King Jr. Blvd, Portland, OR
Pay range:	Entrance rate: \$14.76/hour; after 40 shifts: \$16.42/hourly This position is represented by ILWU Local 28 and is non-exempt
Recruitment number:	OCC-8132-Aug10PT
Extended deadline:	September 21, 2010

Please carefully follow application procedures at the end of the announcement.

Position summary

The Relief Facility Security Agent is scheduled on an on-call basis to provide protection to the Oregon Convention Center, users and staff against trespass, vandalism, theft, fire or other potential harm and/or threat through patrol of facilities during scheduled shifts. Relief Security Agents may also be scheduled at other Metro Visitor Venues, including the Portland Center for the Performing Arts and the Portland Expo Center.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Patrols assigned facility on foot (at times walking, at time running), by use of a department vehicle, or on bicycle providing protection against trespass, vandalism, theft, fire or other threat; checks in at computer watch clock stations at appointed times.
- Investigates suspicious persons or activities.
- Provides excellent customer service when answering questions and providing information to the public; investigates complaints and recommends necessary corrective action to resolve complaints.
- Checks facilities and equipment for needed maintenance and repairs; turns lights and alarms on and off; locks/unlocks areas as assigned.

- Maintains time, equipment use, incident records and any other DSS forms and logs as required.
- Maintains radio communications with supervisor and other security agents. When working at the Portland Center for the Performing Arts, maintains radio communication with House Manager or regular event staff.
- Monitors fire alarms; determines validity when sounded; monitors closed circuit television (CCTV), and building access system, according to pre-established procedures; calls for help; assists in the evacuation of patrons and employees in emergencies; provides medical assistance.
- Apprehends, detains and arrests persons who violate local, state and federal laws.
- Performs related duties and responsibilities as assigned.

Minimum requirements

High school diploma or GED, and one year of responsible experience in providing security for a large facility; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. This position requires the possession of (or the ability to obtain upon hire):

- Security certification and/or DPSST certification from the State of Oregon
- Unconcealed weapons permit
- Current Card Pulmonary Resuscitation certificate, First Aid and Automated External Defibrillator (AED) certification
- Valid driver's license.

Note: A Physical Capacity Test, which simulates the essential job tasks for this position, will be administered to all applicant "finalists" for any Security Agent position. Offers of hire will be made contingent upon successful results of a Physical Capacity Test.

Knowledge, skills and abilities

- Knowledge of materials, methods, practices and equipment used in facility security services.
- Knowledge of safe work practices including crowd control techniques.
- Knowledge of law enforcement techniques for crowd control.
- Basic knowledge in the use of computers.
- Skill and ability in administering First Aid and CPR.
- Skill in providing clear, concise written and oral findings and corrective recommendations.
- Ability to conduct tours of the facility.
- Ability to maintain operational records and prepare related reports.
- Ability to learn computer programs, including ability to document daily activities in the Daily Log.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to provide excellent customer service, and meet and deal courteously with the public.
- Ability to understand and carry out written and verbal instruction.
- Ability to read and follow building blueprints and schematics.
- Ability to establish and maintain cooperative working relationships with co-workers, staff from other departments and those contacted in the course of work.
- Ability to remain calm in emergency situations while providing for patron, vendor and employee safety.
- Ability to run from one area of the facility to another in an emergency situation.
- Ability to complete and issue a Multnomah County Parking Citation.
- Ability to read and comprehend Fire Alarm system panel to determine location of fire.
- Ability to chase apprehend, detain and arrest suspects.
- Ability to protect one's self in an altercation.
- Ability to work shifts, as necessary.

Working conditions

Required physical activities can include frequent walking, frequent running, talking, repetitive motions of hands and wrists, sitting, hearing and lifting, pushing, pulling, and carrying objects up to 20 pounds. Incumbents in this position may be exposed to hazardous conditions related to natural and intentional disasters and threats including firearms. Incumbents in this position may be exposed to inclement weather conditions.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.

PERS: Metro participates in the Public Employees Retirement System (PERS).

Immigration law notice: Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for this job, check the appropriate box on the Metro employment application. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Submit 1) a completed Metro Veterans' Preference form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Submit 1) a completed Metro Veterans' Preference form, 2) a copy of your DD-214 or DD-215 indicating discharge status and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to general candidates on September 7, 2010.

To apply, submit the following

1. Metro standard application form
2. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
 - The responses must be addressed individually and included with the application on a separate sheet(s).
 - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
 - Your responses will be used as part of your application evaluation.
1. **Describe your experience working in the following areas. Be clear and concise. Mention the company name and the dates during which you were employed.**
 - a. Facility patrols by foot, vehicle or bicycle.
 - b. Closed circuit camera monitors or security console.
 - c. Handling emergency situations.
 - d. Providing excellent customer service to facility patrons.
 2. **List and explain any additional experience or training you have that would lend itself to the department.**

3. Security operates on a 24/7 basis, 365 days per year. What is your availability for weekday shifts, swing or graveyard shifts, holidays, and/or weekends?

Submit your application

Extended deadline: 5 p.m., September 21, 2010

E-mail: jobs@oregonmetro.gov
Please include the word "Application" in the subject line of your e-mail.
Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.

Mail or drop off: Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax: 503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will not be considered. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday.

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