

Employment Opportunities

600 NE Grand Ave.
Portland, OR 97232-2736
503-797-1570
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Metro | *Metropolitan Exposition Recreation Commission*

Facility Security Agent

Oregon Convention Center

Internal, FOTA and general recruitment

Status:	Full-time position
Work location:	Oregon Convention Center 777 NE Martin Luther King Jr. Blvd, Portland, OR 97232
Pay:	Entrance rate: \$14.26/hour; after 6 months: \$15.86/hour This position is represented by ILWU Local 28 and is non-exempt
Recruitment number:	OCC-8260-June09
Application deadline:	June 23, 2009 (internal) June 30, 2009 (FOTA) June 30, 2009 (general)

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

First Opportunity applications will be accepted from residents who live within the First Opportunity Target Area (FOTA) and who meet the qualifying annual household income limit of less than \$25,000 as an individual, or \$40,000 for an entire household, for the past 12 months. If you qualify, please complete the attached Economically Disadvantaged Status Questionnaire. The recruitment process begins with internal applicants who are screened and interviewed. If no internal candidates are selected, then the First Opportunity applicants will be considered.

General applications will be accepted from all applicants.

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

Position summary

This position provides physical security, safety services, and customer service throughout the MERC facilities.

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 MERC facility on foot (at times walking, at times running) and by use of department vehicle; provides protection against trespass, vandalism, theft, fire and other threats.
- Investigates suspicious persons or activities.
- Provides excellent customer service by answering questions and providing information to the public; investigates complaints and recommends necessary corrective action to resolve complaints.
- Calls for emergency services when required and is able to provide all relevant information pertaining to the emergency.
- Checks facilities and equipment for needed maintenance and repairs; turns lights on and off; locks/unlocks areas as assigned.

- Monitors fire alarm systems and is responsible for executing the facility's emergency procedures in the event of an emergency. Responds to alarms and interacts with various internal and external departments to coordinate, plan, and take appropriate action.
- Maintains time, equipment use, and incident records, and any other MERC-DSS forms and logs as required.
- Maintains radio communications with supervisor and other security agents.
- Monitors closed circuit television (CCTV), and building access system according to pre-established procedures.
- Provides medical assistance and calls for help if needed.
- Assists in the evacuation of patrons and employees in emergencies.
- Apprehends, detains and arrests persons who violate local, state and federal laws.
- Assists medical personnel by directing traffic, crowd control and securing needed equipment.
- 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. Possession of a valid driver's license issued in the incumbent's state of residency is required. Possession of (or ability to obtain) current DPSST certificate for State of Oregon is required. Possession of (or ability to obtain) an unconcealed weapons permit is required. Possession of (or ability to obtain) a current Cardio Pulmonary Resuscitation (CPR), First Aid and Automated External Defibrillator (AED) certificate. Must be available to work all shifts.

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.
- Intermediate knowledge of computers and their use.
- 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.
- 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 instructions.
- Ability to read and follow building blueprints and schematics.
- Ability to establish and maintain cooperative working relationships with co-workers, staff from other MetroERC 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 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 all shifts as necessary.

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.

Working conditions

Mental activities required by the employee in this position include, dealing with highly stressful situations, decision making, interpersonal skills, teamwork, creativity, customer service, use of discretion, problem analysis, negotiation, and the ability to perform math and to read, write, speak and understand English. 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 need to be

able to stoop and crawl in tight spaces. 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.

Benefits: Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion. Employees hired after August 2003, who have not previously worked in a PERS benefited position will participate in the OPSRP program; eligibility for OPSRP generally begins the first of the month after working 6 full months. Eligibility for Tier 1 or Tier 2 PERS generally begins after working 600 or more hours in a 12-month period.

Immigration law notice: Only US citizens and aliens 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 the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 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 internal, FOTA and general candidates on June 16, 2009.

To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. 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 in working in the following areas. Be clear and concise. Mention the company name and the dates during which you were employed.**
 - a. **Crowd management.**
 - b. **Using your own judgment to grant entry**
 - c. **Ejections and arrests.**
 - d. **Handling emergency situations.**
2. **Describe your experience appearing in court on behalf of your employer in regards to a criminal or civil matter. Please explain the circumstances and the outcome of your court appearance. Also describe in detail any other court appearances you have had.**

3. **Security operates 24-hours, including weekends. What is your availability to work days, evenings, holidays and/or weekends?**
4. **Describe your patrol experience and training. Also, list and explain any additional experience or training you have that would benefit the department.**

Submit your application

Deadline: 5 p.m., June 23, 2009 (internal)
5 p.m., June 30, 2009 (FOTA)
5 p.m., June 30, 2009 (general)

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.

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 be discarded. 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. When accessing recruitment updates, you will need to know the title of the job for which you applied.

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