

POSITION DESCRIPTION

SECURITY OFFICER

Reports To: Security Supervisor

Position Status: Non-Exempt

Supervises: No One

Effective Date: 10/21/13

GENERAL SUMMARY

The Security Officer is responsible to the Security Supervisor for a variety of security and other related duties. The position is responsible for building, unit, offices, grounds, parking control, assist as needed at any NKC site and escort services at Northwest Kidney Centers' First Hill Operations. The Security Officer must know how to diffuse threatening situations and be aware of irregular activity. When it comes to maintaining order, they need to use excellent conflict resolution skills and sound judgment.

DUTIES and RESPONSIBILITIES

1. Treats each patient, visitor, and employee with respect and courtesy. Maintains the highest possible security standards. Inspects and surveys for compliance with company standards.
2. Informs Plant Operations of facility and equipment problems.
3. Performs relief assignments for other security officers and the courier.
4. Responds to emergency situations such as parking problems, disaster issues, and patient control problems.
5. Acts as a liaison between Northwest Kidney Centers' staff, law enforcement, and emergency response personnel.
6. Promptly completes reports for any incidents that have taken place during their shift.
7. Maintains Northwest Kidney Centers ID badge/access system.

8. Monitors NKC's security system and notifies appropriate personnel of suspicious activity.
9. Plans and arranges day-to-day workload with supervisor.
10. Performs other duties as assigned.

PLANNING

The position is responsible for arranging assigned activities by following site instructions. Prioritizing tasks, and planning how to complete assignments or schedules. Also responsible for monitoring equipment and supply usage.

SUPERVISION and COORDINATION

This position does not supervise anyone.

EXTERNAL CONTACTS

This position has contacts with vendors, service personnel, and visitors.

DECISIONS

This position is responsible to the Security Supervisor for decision-making required to perform a variety of security duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions include: serving as a resource person on security matters and enforcing security procedures.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed outdoors, in an office environment, and clinical dialysis units. The Security Officer is exposed to outdoor conditions; fumes from chemicals such as formaldehyde in the clinical units, and blood.
4. Physical activities require the ability to climb, stoop, kneel, crouch, reach, stand, walk, push, pull, grasping; talking, hearing; and repetitive motions of hands, wrists, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 20 pounds frequently.

6. The position requires visual acuity to read, works with data on a computer, and perform other duties.
7. Must have a valid Washington State driver's license, proof of insurance, and access to a vehicle for travel between Units.
8. Must be able to pass test to verify ability to distinguish colors.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

EDUCATION and EXPERIENCE

The Security Officer should have the equivalent of high school graduate level studies.

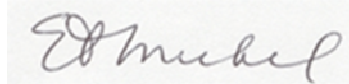
The officer must be able to read basic written instructions and comprehend basic verbal instructions given in English.

The Security Officer should have a minimum of one year of security experience.¹

Other qualifications include involvement in appropriate professional committees and will interact with hepatitis- and HIV-positive patients following NKC recommended guidelines.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL



Vice President of Human Resources

11/12/13

Date