



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Security Officer

DEPARTMENT: HANO Police

DATE POSTED: 07/27/2018

CLOSING DATE: Until Filled

SALARY RANGE: Pay Grade G14
\$29,289 - \$36,021 Annually
\$14.08 - \$17.32 Hourly

FLSA CLASS: Non-Exempt

072718-HPD-001

[Click here to apply](#)

SUMMARY

This position is under the direct supervision of the HANOPD Lieutenant – Administration and Lead Security Officer. This position is responsible for the protection, safeguarding and security of Fischer Senior Village residential site grounds, residents, staff, and all visitors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Performs security patrols and/or monitors activity by foot or by golf cart.
- Enforces proper site access/entry procedures.
- Protects property from theft and accidents.
- Investigates and writes reports on accidents, incidents, suspicious activities, safety and fire hazards and other security related situations that occurs at the residential site.
- Provides any needed assistance to residents, employees and visitors following the residential site procedures.
- Performs other related duties as assigned by the Lieutenant – Administration and/or Lead Security Officer.

Job Competencies

- Strong Leadership Skills
- Teamwork Orientation
- Stress Management/Composure
- Ethical Conduct
- Communication Proficiency
- Superior Customer Service Skills
- Excellent interpersonal skills
- Professional demeanor and attitude

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance..

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED). Working knowledge of security operations, safety practices and enforcement procedures in a residential environment. A minimum of two years' experience in a leadership role within the security field. Must have a valid driver's license and must meet the requirements to be an authorized driver of HANO's vehicle fleet.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

Read and Acknowledged:

Employee Signature: _____

Employee Name (Printed): _____

