

## **Global Security Operations Center Operator @ Steelcase (Saturday, Sunday, and Holidays)**

DK Security is recruiting for the position of **Security Operations Center Operator** for our contract with a global logistics and manufacturing company in **Grand Rapids, MI**. You will find the job description listed below.

**TITLE:** Security Operations Center Operator

**SCHEDULE:**

11 PM - 7 AM Saturday/Sunday and holidays

16-29+ hours per week (part-time)

**SCOPE:** Security Operations Center Operators are responsible for furthering the mission of the Security Department by monitoring multiple security and life safety systems and directing security operations. Objectives include protecting the client's buildings, grounds, assets, employees, and visitors against criminal activity, accidents, fires and natural disasters, as well as providing world class customer service.

**JOB DESCRIPTION/RESPONSIBILITIES:**

- Will work in a Uniform, Billable capacity 16-29+ hours per week.
- Must be able to provide world class customer service when dealing with clients employees, visitors, VIPs and vendors.
- Monitor access control and video monitoring systems to ensure unauthorized persons do not enter restricted areas.
- Dispatch Security Officers to investigate security and life safety related events.
- Monitor life safety systems for fire, hazmat or other emergencies.
- Monitor building equipment to mitigate operational risk to the client.
- Conduct interior and exterior building tours to ensure doors and windows to the building are secure and building equipment is functioning properly (includes climbing stairs).
- Conduct surveillance of suspicious persons, packages and activities.
- Coordinate and direct security response to medical, hazmat, fire and other emergencies. This includes contacting police, fire, EMS and other public/private agencies in the event of an emergency.
- Must be able to follow security protocols and procedures with absolute accuracy and precision.
- Complete highly details daily shift logs and incident.
- Other duties as assigned.

**QUALIFICATIONS:**

- Must be at least 18 years of age or older.
- Must have either a high school diploma or GED equivalent (some college is preferred).
- Must be of good moral character and have the ability to pass a criminal background check, with no felony convictions or misdemeanor convictions.
- Must be able to successfully pass a drug test at the time of hire and annually thereafter.
- Must have impeccable grooming (i.e. ability to adhere to our Appearance and Grooming policy).
- Must possess a valid driver's license and a clean driving record.
- Must present a friendly, positive, professional image to client employees, visitors, VIPs and the general public, and possess world class customer service skills.
- Must possess excellent verbal, written and interpersonal communication skills and the ability to solve problems and de-escalate situations in a non-confrontational manner.
- Must possess the capability to efficiently communicate and disseminate information to multiple people on a regular basis.
- Must be able to read and write the English language and interpret documents such as protocols, standard operating procedures, system manuals and reports.
- Must possess excellent multi-tasking skills including the ability to answer phones, monitor CCTV systems, transmit radio messages and navigate access control systems at a fast pace.

- Must possess good discretionary judgment in the application of policy and procedure.
- Must be proficient in the use of computers and other technology systems, including Microsoft Office products and the internet.
- Must have reliable transportation.
- Physical Requirements:
  - Must be physically and mentally sound. Must be able to sit or stand for extended periods of time; walk long distances, including up and down stairs; use hands and fingers to handle or feel objects, tools, or controls; and be able to speak and hear. Must be able to reach with hands and arms, and to hold objects. Must be able to work in indoor and/or outdoor capacity. Must be able to safely lift up to 50 lbs.
- Ability to work independently with little or no supervision.

**Physical Demands:** *The physical demands described herein are representative of those that must be met by an employee to successfully perform the core functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing duties, the employee may be regularly required to stand or sit for extended periods, walk long distances, use hands to handle, hold or feel objects, tools, or controls, reach with arms, and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to hear conversations in noisy environments. The employee must occasionally lift and/or move up to 100 pounds. The information contained in this position description is for compliance with the Americans with Disabilities Act (A.D.A) and is not an exhaustive list of the duties performed by persons holding this position. Additional duties are performed by the individuals currently in these positions and may change from time to time considering immediate operational requirements.*

**Work Environment:** *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. The employee may be required to work in outside weather conditions and may be exposed to fumes or airborne particles and high noise levels. The employee must be able to meet deadlines with severe time constraints. The employee must work independently and with other staff to meet demands from several persons at the same time.*

DK Security is an affirmative-action, equal-opportunity employer. DK Security's job openings are open to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status, or veteran status.

M/F EEO/AA Employer

**REPORTS TO:** Site Supervisor

**COMPENSATION:**

- Rate of Pay Starts at: \$13.50/ hour
- Benefits for part-time employees include: Dental, Vision, Term/Whole Life, and On & Off The Job Accident.