

JOB DESCRIPTION

Junior Security Officer (JSO)

Brief Overview of the Role:

A Junior Security Officer is responsible for detecting any suspicious activities including vandalism, theft or other criminal behavior and reporting it immediately to their supervisor.

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Key Contacts/Relationships:

Internal: Managing Director, Executive Director, Chief Security Officers, Security Officers, Senior Security Officer, Security Coordinators, Mobile Patrol Officers, Special Guards

External: ARMX Clients, Client Stakeholders

Junior Security Officer (JSO) Job Duties:

- Be visible and observant at all times, greeting staff, guests, and vendors in a courteous and attentive manner.
- Provide excellent customer service ensuring ARMX is represented with distinction during all interactions.
- Provide a visible presence.
- Secure premises and personnel by patrolling property, monitoring surveillance equipment, inspecting buildings, equipment, and access points, permitting entry.
- Obtain help by sounding alarms or by appropriate way of communicating when required.
- Prevent losses and damage by reporting irregularities, informing violators of policy and procedures, restraining trespassers.
- Work constructively in a team performing tasks as required.
- Provide excellent customer service.
- Adhere to all company policies, procedures, manuals and operating standards as well as all legal requirements.
- Uniform with **one bar applets** (with shirt) should be neat and appropriate when engaged on authorised and approved ARMX business activity. Personal Protective Equipment must be worn when and where require.
- Comply with all Occupational Health and Safety requirements.

SERVICE EXCELLENCE, SIMPLY DELIVERED

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- Promote Equal Employment Opportunity with all team members and actively ensure that proper standards of conduct are maintained in the workplace and reiterate that harassment in any form is offensive and will not be tolerated by the company.

Selection Criteria:

Qualifications and Experience:

Essential:

- Current Victorian Private Security Individual License
- CPP10107 - Certificate I in Security Operations
- No criminal history

Desirable:

- 1 year experience in a similar role

Skills and Abilities:

- Surveillance skills
- Excellent customer service skills
- Reporting skills
- Undertake some physical activities i.e. lifting, standing for a long period
- Safety focused.
- Excellent decision making skills
- Rationale and objective

Personal Characteristics:

- Professional and positive attitude
- Emotional control.
- Honest and dependable
- Bearing

Version Control

Job Classification	Junior Security Officer
Version	1
Approved by	Managing Director
Approval Date	1 May 2020
Comments	