

## JOB DESCRIPTION

### Security Officer (SO)

#### Brief Overview of the Role:

A Security Officer acts as the first line of security against those who may seek to unlawfully enter, damage etc. a client's premises. They are responsible for detecting any suspicious behaviour and preventing vandalism, thefts or other criminal actions. A Security Officer maintains a safe and secure environment for customers and employees by patrolling and monitoring premises and personnel. A Security Officer is responsible for the quality of their own work subject to general supervision.

Number of Direct Reports: Varies

Number of Indirect Reports: Nil

#### Key Contacts/Relationships:

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

*External:* ARMX Clients, Client Stakeholders

#### Security Officer (JSO) Job Duties:

- Secures premises and personnel by patrolling property, equipment and access points, permitting entry when appropriate.
- Prevents loss and damage by reporting irregularities, informing violators of policy and procedures and restraining trespassers.
- Controls traffic by directing drivers as required.
- Completes reports by recording observations, information, occurrences and surveillance activities, including interviewing witnesses and obtaining signatures.
- Maintains environment by monitoring and setting building and equipment controls.
- When required, obtains help by sounding alarms or by suitable means.
- Contribute to team effort by accomplishing related results as needed.
- Adhere to company policies, procedures, manuals, and legal regulations.
- Uniform with **two 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.

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- Provide excellent customer service ensuring ARMX is represented with distinction during all interactions
- Comply with all Occupational Health and Safety requirements.
- 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
- CPP20218- Certificate II in Security Operations
- No disqualifying criminal history
- Minimum 1 years' experience as Security Officer or as a member of the military or police

##### Desirable:

- First Aid certificate

#### **Skills and Abilities:**

- Surveillance skills
- Excellent customer service skills
- Reporting skills
- Undertake some physical activities i.e. lifting
- Safety focused.
- Excellent decision making skills
- Rationale and objective

#### **Personal Characteristics:**

- Professional and positive attitude
- Ability to operate effectively in uncertain, emergency and high stress situations
- Emotional control.
- Honest and dependable
- Bearing

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| <b>Version Control</b> |                   |
|------------------------|-------------------|
| Job Classification     | Security Officer  |
| Version                | 1                 |
| Approved by            | Managing Director |
| Approval Date          | 1 May 2020        |
| Comments               |                   |