



Position Title: Security Assistant

Employer: Department of Housing and Residential Life Safety and Security

Location: Eaton, Hecht, Mahoney & Pearson Residential Colleges and Lakeside Village lobbies

Salary: Starting salary is \$11.50 per hour; \$0.25 yearly raises; further opportunities for advancement

Skills: Must demonstrate strong customer service, administrative, and communication skills

Program Job Description:

GENERAL INFORMATION

Security Assistants (SAs) are part-time student employees who are responsible for the nighttime security operations for all of the Residential Colleges. SAs assist the Security Supervisors, Residential Life Night Managers, Residential Life Safety and Security Managers, and Assistant Director of Residential Life Safety and Security in providing a high quality Safety & Security program aimed at maximizing the safety and security of resident students and their guests. The position is geared toward undergraduate and graduate students that possess strong functional skills in organization, administration, and communication while expressing the desire to challenge themselves with an increased amount of responsibility and overall investment in the safety and security of the residential areas at the University of Miami.

BASIC EXPECTATIONS AND RESPONSIBILITIES

The Department of Housing and Residential Life and the Safety and Security Manager hold the following expectations of the Security Assistant:

- They must be positive role models on and off the job.
- They must know, enforce, and abide by all University rules and regulations.
- They must have a knowledge of all emergency policies and procedures so that they may appropriately respond should any of these emergencies occur.
- They must respond to disciplinary problems involving residents, guests and fellow staff members calmly and reasonably, while maintaining an accurate record of the concerns.
- They must seek to establish good communication and proper working relationships with Supervisors and other University staff.
- They must attend all security staff meetings & staff development sessions.
- They must help to maintain a clean, comfortable and professional working environment.
- They must maintain a positive attitude toward their position.

The basic responsibilities of the Security Assistant include, but are not limited to the following:

- Screening and verifying residency all individuals as they enter the Residential Colleges by checking their Cane Card or other picture ID.
- Checking in guests of college residents (where applicable), and informing the host residents that they accept responsibility for the actions of their guests.
- Monitoring the fire alarm and door prop panels.
- Managing emergency situations.
- Confronting and excluding any undesirable individuals from the residential areas.
- Maintaining accurate and legible security Activity Logs, Guest Logs, and Failure to Show ID logs, and submitting these logs and forms in a timely manner via various platforms including but not limited to StarRez, Qualtrics, and Teams.
- Assisting the professional staff and RA/CAs as needed in each residential community.
- Notifying Department of Housing and Residential Life on-duty personnel as needed.
- Assisting in emergencies as needed (health, fire, bomb threats, discipline incidents, etc.).
- Answering all telephone calls and responding in an appropriate manner.
- Attending all Security Assistant training programs and meetings, including staff meetings, one-on-one meetings/trainings, team builders, and special events.
- Providing excellent customer satisfaction.
- Performing all additional duties assigned as deemed necessary and appropriate by the Residential Life Safety and Security Managers, Residential Life Night Managers and/or the Assistant Director of Residential Life Safety and Security.

WORK REQUIREMENT

Hours of operation for Residential Colleges 9:45pm – 8:00am nightly, with various shift options, but the primary two are 9:45pm-3am or 2:45am-8am. Lakeside Village hours of operation include 11:45pm-8:00am, with to primary shifts being 11:45pm-4 am or 3:45am-8 am. Other shifts are available throughout the semester as needed. Each SA will be assigned one to two on-call shifts per month including those who live off-campus.

Minimum work requirement of SAs are 2-3 shifts and based on availability and hours needed at specific locations. Other hours may be available for specialized tasks such as fire drills, programming, interviews, and training sessions.

QUALIFICATIONS

All applicants seeking this position must meet the following requirements:

- Be currently enrolled as full-time undergraduate or graduate student.
- Be in good disciplinary standing with the University of Miami.
- Be available for all trainings as announced during 2021 academic year including:
 - Fall Training: Early August
 - Training material will be delivered for review prior to training
 - Security General Staff Meetings- Typically held on the 1st Thursday of the Month (Exceptions made for academic commitments)