Position Title: Security Assistant

Employer: Department of Housing and Residential Life Safety and Security

Location: Eaton, Hecht, Mahoney, Pearson, & Stanford Residential College 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, Security Coordinator, 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. 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.
- The 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 problems.
- 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, 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 Colleges.
- 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 Guidebook.
- Assisting the ADs and RAs as needed in each Residential College.
- 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 are from 9:45pm – 8:00am nightly, with various shift options, but the primary two are 9:45pm-3am or 2:45am-8am. Other shifts are available throughout the semester as needed. Each SA will be assigned to one to two on-call shifts per month including those who live off-campus.

Minimum work requirement of 10.50 hours per week (at least two shifts per week); maximum work allowed of 40 hours per week (maximum hours for international students 20 hours/week). SAs are scheduled 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 a currently enrolled as full-time undergraduate or graduate student.
- Be in good disciplinary standing with the University of Miami.
- Be available for all trainings, projects, and assignments as announced during 2019-2020 academic year including:

    - SA Spring Training January 4, 2020 through January 12, 2020
    - Security General Staff Meetings- 1st Thursday of the Month (Exceptions made for academic commitments)