



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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VACANCY ANNOUNCEMENT

POSTING NO: 194-23

OPENING DATE: 11/09/2023

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Security Officer
PAY GRADE: NE2 (\$12.00/hr. - \$16.20/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Health Services
REPORTS TO: CEO, Health Services
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Responsible for maintaining a safe and secure environment for employees, patients, students, vendors and property of Isleta Health Center. Ensures the security of the facility, property and its grounds by patrolling Isleta Health Center facilities. Responds rapidly to disruptive incidents, security emergencies, personnel protection and traffic/parking control with appropriate documentation of actions or observations, escalating to supervisor or local law enforcement as needed.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Demonstrates the highest standard of calm and professional customer service and provides the highest degree of assistance in responding to the needs of patients, visitors and staff.
- Greets patients, visitors, vendors and contractors when they enter the facility.
- Issues visitor badge(s) and completes log sheet or logbook.
- Periodically patrols Isleta Health Center property on foot; monitors all activity inside and outside to prevent vandalism, theft, unsafe conditions, hazards and disturbances.
- Remains observant and alert for suspicious activity.

- Provides stand-by service or escort services for protection of health center employees or patients as needed.
- Responds appropriately to routine and emergency situations in a timely manner.
- Reports all incidents and hazards appropriately in written reports and in passing/hand-off of information between shifts.
- Notifies supervisor and/or lead of security, safety hazards or any significant incidents that might affect Isleta Health Center operations as soon as possible.
- Interacts with local law enforcement to provide information, clarification of events and coordinate applicable emergency protocols.
- Gathers, compiles, records, reports information to complete incident reports, and documents other written reports as indicated.
- Oversees security monitors, cameras, and/or other surveillance equipment.
- Thinks quickly and formulates an effective plan for dealing with unexpected situations. Is able to de-escalate potentially dangerous situations or persons with verbal communication.
- Works independently and resolves problems appropriately.
- Participates in internal and external disaster preparedness planning, or training.
- Participates in health center's meetings and education.
- Maintains confidential information.
- Participates in community health initiatives and activities.
- Performs other duties as assigned

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or General Education Degree Required.
- Current American Heart Association First Aid/CPR/AED certification.
- Basic Security Officer Certification <https://www.iahss.org/page/basic> – Candidate will achieve this level of certification from three months of coming on duty.
- One (1) year of customer service and security experience or prior law enforcement, military service strongly preferred.
- Must be able to pass TB screen.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.
- Must provide written copy of immunization record prior to employment.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of emergency and disaster response.
- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge and understanding of Isleta Pueblo culture, tradition and values.
- Knowledge of current principles, methods and procedures for the delivery of medical care credential and licensing.
- Knowledge of community health resources and agencies.
- Skill in operating various word-processing and database software programs.

- Ability to organize and prioritize work and manage multiple priorities
- Ability to plan, implement and evaluate employment education and credentialing.
- Ability to maintain confidentiality.
- Ability to work independently and meet strict time lines.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to establish and maintain effective working relationships with providers, management, staff, and contacts outside the organization.
- Ability to establish and maintain good working relationships with persons of varying social and cultural backgrounds.

PHYSICAL DEMANDS:

- Talk, hear, sit, kneel, crouch, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in a typical interior/office environment or outside property with frequent sitting, standing, or walking for long periods of time.

PREFERENCE:

Tribal preference and Native American Indian preference shall apply to all positions at Pueblo of Isleta.