
Position: Night Security Operations Assistant**Location:** Kent, WA**Reports to:** Operations Manager**Classification:** Non-Exempt**Department:** Operations**Hours/Shifts:** Graveyard

Position Summary:

The Night Security Operations Assistant is a social service driven, hospitality-minded, reliable, positive and detail-oriented person responsible for ensuring the safety of overnight occupants and assisting operations in processes for maintaining a clean, safe and comfortable environment. This person will monitor the property, walk assigned areas, monitor traffic and respond to situations and incidents by protocol. Additionally, this position is responsible for detailing and supporting special operations projects, and reinforces, updates and maintains operational policies and procedures. The role will manage overnight screenings, and provide basic support services regarding crisis intervention. Successful candidates will interact in a friendly and welcoming manner while maintaining confidentiality of all details and occupants.

Responsibilities include, but are not limited to:

- Maintain a safe and secure environment for all residents, staff, and visitors
- Protect community property, respond to all fire alarms and apartment emergency calls, and perform specific work duties assigned by the supervisor
- Support guests and deal tactfully and professionally at all times with personnel, residents, family members, visitors, and the general public.
- Participate in operations including but not limited to; telephone intake screenings, preparation for new occupants, collecting data, consolidating information, documenting details, Recording relevant information in a timely manner, Update and maintain information in computer systems and programs, Update operations procedures to efficiently run night shift operation, Chronicle events, record information accurately and
- Facilitate room and common areas inspections to restock what's needed and insure consistency and best quality, Log regular maintenance and resolutions
- Provide crisis intervention and empowerment based support as necessary
- Follow and execute procedures as they relate to emergency and natural disaster situations.
- Properly operate all safety and security systems, which may include intrusion alarm, automated gates, door locks and key card systems.
- Conduct visual inspections on a continuous basis, through direct observation, walking inspections and the use of monitors.
- Present the agency, people and programs in a positive light to clients, volunteers, funders and the community

Knowledge, Skills and Abilities:

- Maintain a strong commitment to DAWN's mission and values
- Proven ability to work effectively with diverse staff, clients and volunteers
- Respect confidentiality and adapt to what can be a stressful environment
- Exhibit a friendly and courteous disposition and personality
- Greet guests positively and provide them with assistance and information as requested.
- Maintain strong time management and organizational skills
- Maintain a good, neat personal appearance at all times
- Adhere to company policies & standard operation procedures (SOPs) at all times
- Demonstrate excellent oral and written communication skills
- Must possess the ability to make sound judgments relating to crisis situations.
- Ability to work on a rotating schedule consisting of night shifts, as well as Saturdays, Sundays and Holidays.
- Willing and able to pass a drug test and background check.
- Must speak and write English proficiently (fluently)
- Physical Abilities:
 - Ability to sit, walk, stand, bend, kneel, and twist on an intermittent basis including answering the front door.
 - Ability to grasp, push, pull objects such as files and reach overhead.
 - Physically able to walk or run if needed, climb stairs without difficulty
 - Ability to lift and carry at least 60 pounds.

Education/Experience:

- A high school diploma or G.E.D. Certificate **is required. (Must provide proof at time of interview).**
- Proficiency in data collection and reporting. Computer skills a plus. Microsoft Word, Excel and Outlook.
- Background in customer service a plus (preferably in a security desk or concierge role) and the ability to be flexible with shifts (nights/weekends).
- **Must** provide own transportation; possess a valid Washington State driver's license, proof of auto insurance and a clean driving record.
- **Must** be 21 years of age or older at the time of application.
- **Must** not have been convicted of a felony or misdemeanor offense.

About DAWN:

Located in south King County, DAWN focuses its resources and expertise on empowering families and communities to be free from violence. We help over 5,000 survivors of domestic violence each year in our programs. Our Center for Peaceful Communities offers an environment for clients to feel safe as they seek our services. In addition, our training facility provides education, ongoing support and opportunities for those interested in more peaceful communities.