



Montachusett Regional Transit Authority

Job Description

Position Title: Security Officer

Department: Security Department

Reports to: Security Manager

Revised Date: 08/28/2024

Employment Status: Full-time /Part Time

Comp Grade: 3

Work Hours: TBD-hours are based on schedule needs. Overtime may be required based on operational needs.

FLSA: Non-Exempt

Supervisory Responsibilities: N/A

Position Summary:

The position's primary responsibility is the safety and security of the MART property and the patrons of the facilities. The position will liaison with local police departments in towns where MART has a physical building presence to bolster the security at sites to provide a safe and secure experience for employees, contractors, commuters, and the general public.

Essential Functions/Position Responsibilities:

- Ensures buildings are secure by frequently patrolling the assigned areas
- Provides frequent surveillance via security monitors with live feeds
- Reports/Investigates any suspicious or irregular activity
- Investigates security threats and breaches
- Ensures no loitering is taking place in or around MART facilities
- Reviews parking lots for unauthorized idling or parked vehicles
- Provides guidance to commuters when necessary
- Reports any observed maintenance or janitorial issues
- Maintains utmost confidentiality and discretion, documents, plans, and other correspondence that is safety sensitive and maintain confidential material
- Assists the Security Manager in any duties and responsibilities

When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.

Qualifications:

- High School Diploma or GED
- Experience in a security, law enforcement capacity preferred
- Knowledge of typical security, public safety, and de-escalation techniques
- Able to speak, read, write, and understand English, bi-lingual is a plus
- Valid Driver's License required for working in multiple locations
- Proficient in computer usage and technology



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Skills:

- Manage time effectively, work independently and complete tasks as required.
- Demonstrates the ability to deal with a diverse population
- Skilled in de-escalating situations
- Communicates issues with multiple parties in an effective manner
- Exhibits reasoned judgement in dealing with matters and incidents in a timely and appropriate fashion
- Writes incident reports in a competent and professional fashion

Working Environment and Physical Demands

Works in a variety of interior and exterior climates of varying conditions.

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Ability to work closely with diverse group of people				X
Regular, predictable attendance				X
Ability to sit for extended period		X		
Use of hands and fingers to operate telephone and computer			X	
Moderate noise				X
Hearing				X
Dusty Environment			X	
Exposure to Fumes/Odors			X	
Exposure to Heat/Cold Temps				X
Climbing Stairs			X	
Walking				X
Stress			X	
Standing				X
Stooping			X	
Bending			X	
Climbing Ladder		X		
Twisting Neck			X	
Bending			X	
Reaching/Pulling/Pushing			X	
Lifting 10 lbs. or less				X
Lifting 40 to 50 lbs.		X		
Driving			X	
Specific Vision Abilities- close vision due to computer work			X	
Color Vision – Ability to identify and distinguish colors				X



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COGNITIVE REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Communication Oral				X
Communication Written			X	
Interpreting Skills				X
Implementing			X	
Evaluating			X	
Organizing		X		
Consulting				
Analyzing			X	
Presenting		X		
Supervising	X			
Ability to Deal with Stressful situations			X	
Ability to Deal with Trauma, grief, death	X			
Ability to interact with people and deal with Public Contact				X
Decision making			X	
Work with Others				X
Work Alone				X
Concentration			X	
Comprehend and follow instructions				X
Relate to Others			X	
Influence Others			X	
Perform complex or varied tasks				