

The Maryland-National Capital Park and Planning Commission

TITLE: Park Police Public Safety Aide GRADE: 12 DATE: 7/24/2023
SERIES: Park Police Group CODE: 1023 EEO: Protective Service FLSA: Non-Exempt

Class Definition:

Under general supervision, provides general security for building occupants and Commission property. Security is maintained by constant foot patrol or monitoring of assigned building(s), building perimeter and adjacent parking lots. This position is an unarmed, uniformed position. Incumbent may maintain a post at the primary, employee or public entrance(s) of the building(s). Depending on the facility needs, greets and directs visitors, maintains visitor log to the building, checks and issues visitor passes and temporary employee credentials, and redirects unauthorized person(s). Contacts are primarily internal and with the public for the purpose of providing information, explaining procedures or requirements, checking building access authorizations, and for determining building and grounds security status, and must be performed in a tactful and conscientious manner. Work contributes to the accuracy, reliability, and acceptability of Park Police functions, operations and programs, and serves the public. The work consists of related procedures and information on which to act on is obtained by close examination or by referring to readily available sources. Applies knowledge of a body of basic or commonly used laws, rules, regulations, procedures, and operating methods to independently perform routine, recurring kinds of fixed post and patrol security assignments and in response to electronic and radio alarms. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements for specific assignments. Employees use initiative in carrying out recurring assignments without detailed instructions but refer problems and unfamiliar situations to the work leader or supervisor. Work is performed in accordance with established procedures which vary depending on the situation and completed work is usually checked through inspection or through acceptance in subsequent work processes. Work is reviewed for compliance with instructions and established procedures.

Examples of Important Duties:

- Conducts regular foot patrols of assigned Commission building(s), building perimeter, and adjacent parking lots to prevent illegal trespass by unauthorized individuals, theft, destruction of property and other related dangerous situations. Observes and removes, if possible, any hazardous conditions found on the patrol or contacts maintenance if necessary; checks locks, alarms, fences, gates, or other barriers to assure they are closed and locked or open and unlocked, depending on the time of day and the conditions that apply.
- Investigates calls and complaints that involve the reporting of fire, theft, accidents, suspicious persons, and other hazards.
- Patrols installation perimeters to detect faulty fences and detection equipment, trespassing violations, and attempted thefts of property. Drives Commission vehicle to monitor parking lots and buildings.
- Maintains a post at the main, employee or public entrance(s) of the building dependent upon the facility needs. Greets and directs visitors, maintains visitor log to the building, checks and issues visitor passes and temporary employee credentials; and redirects unauthorized person(s).

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- Provides a security presence that deters/prevents unauthorized visitors from entering the buildings or loitering on the property.
- Enforces Commission rules, regulations, policies and practices.
- Contacts Park Police Officers assigned to the building, or Park Police Communications, if there is a need for police presence.
- Initiates contact with unauthorized person(s) in the building or on building grounds, ascertains their business on property and responds accordingly.
- May escort visitors to or from areas of the building, as necessary.
- Controls/directs traffic flow in the parking lot during large meetings or events to ensure vehicles safely enter and exit the property.
- Monitors access control, fire, intrusion, and building-wide video systems in the security office. Other areas of monitoring include parking lots and adjacent grounds.
- Assists Park Police Officers as necessary in handling emergency situations, disciplinary matters or investigations.
- Uses computer applications such as spreadsheets, word processing, calendar, e-mail, and database software in performing work assignments. Provides verbal and written reports as directed.
- May use security equipment (i.e., weapon detectors, handheld wands) to monitor visitors, guests, and employees entering the building.

Important Worker Characteristics:

- A. Knowledge of (1) security techniques and the principles, practices, and techniques employed in establishing and maintaining building security; and (2) a body of basic or commonly used laws, rules, regulations, procedures, and operating methods to independently perform routine, recurring kinds of fixed post and patrol security assignments and in response to electronic and radio alarms*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) establish and maintain effective working relationships with Commission employees, visitors, and guests; and (2) analyze emergency situations or request emergency police, fire, and rescue services.
- C. Skill in problem-solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying principles to solve practical problems, analyzing problems quickly and taking appropriate action under stress; and calculating fractions, decimals, and percentages.

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- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include completing routine forms and records; completing reports and providing information for investigations of accidents, fires, and crimes.
- E. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in operation of computer, modern office suite software (such as Microsoft Office), enterprise software, database software, specialized software and applications, two-way radio, and security equipment (weapon detector, handheld wand).
- G. Attend and successfully completes all required training.

Minimum Qualifications (MQs):

1. High school diploma or a Certificate of General Educational Development (GED).
2. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
3. Good character (i.e., must pass background investigation).
4. Pass Commission medical examination.

Working Conditions:

Works inside and outside an assigned facility which may operate seven days per week. Works extended hours, evenings, weekends, and holidays. Work is performed in an office environment that is adequately lighted, heated and ventilated and in outdoor settings around buildings and grounds in which there may be adverse weather conditions during periods of patrol duties. No significant hazards are normally encountered however employees may respond to emergency situations as required. Incumbents in this class must frequently remain in a stationary position, frequent walking, operate motor vehicles, be able to see for short and long distances, verbally communicate with employees, visitors, and guests, occasionally lift equipment and other items weighting up to 49 pounds, and ascend and descend ladders and stairs.