



Position Description

Job Title	Transit Security Guard
Department	Public Works/Transit
Exempt/Non Exempt Status	Non Exempt

Scope of Work	
Provide a presence and patrol the Transit Center in the evenings Monday-Saturday detecting and preventing acts by individuals or groups which are injurious to others or to property. Maintain order and use good judgment and discretion in handling passengers/parking ramp customers or the general public. Effectively communicate with fellow city staff and the general public.	
Supervision	
Received	Transit Manager and Parking Supervisor
Exercised	None

<p>Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.</p> <ol style="list-style-type: none"> 1. Maintain good personal and uniform appearance and be courteous to the public and Waukesha Metro Transit personnel at all times 2. Intervene to terminate acts injurious or potentially injurious to others or property. 3. Patrol in accordance with routes and schedules established in the Post Orders, at the direction of the Supervisor. Be present and patrol on the transit concourse no less than five minutes before buses are scheduled to pull into the Transit Center, patrol the concourse during the transfer period and remain on the concourse no less than five minutes after the last bus has left the Transit Center. After buses leave, patrol the

rest of the facility including the stair towers, parking decks, elevator cars and lobbies and the complete surrounding area of the Transit Center.

4. Notify appropriate Waukesha Metro Transit and/or Parking personnel and Waukesha Police of any activity which is suspected of being criminal in nature.

5. Investigate questionable acts or behavior observed or reported on Waukesha Metro Transit property and question witnesses and suspects to ascertain or verify facts.

6. Respond to reports of ill or injured passengers and employees, render first aid when appropriate, and notify Waukesha Metro Transit personnel if further assistance is necessary or desirable.

7. Under extraordinary circumstances, detain within legal limits and in accordance with written policy and procedure, any individuals reasonably suspected of damaging Waukesha Metro Transit property or injuring others, for further investigation or arrest by local law enforcement agency.

8. Maintain order and use good judgment and discretion in handling unruly passengers or trespassing public.

9. Maintain an accurate daily log and write daily reports, incident reports, and non-employee injury reports.

10. Maintain law and order within the Transit Center.

11. Lock lobby of Downtown Transit Center at 10:00 p.m. Monday through Saturday.

12. In emergency situations, assume leadership and provide direction to employees and public to take shelter/evacuate following established emergency action plans of the Transit System/City.

13. Monitor individuals for loitering. If person(s) are in the Transit Center for longer than the allowable time limit, escort them off the premises and/or have them cited for loitering. Report those who are loitering to the Parking Supervisor.

14. Other duties as assigned. This may include additional assignments to meet emergency situations or special-duty assignments.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from high school or GED plus 5 years of experience in law enforcement or security services; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • Department policies and procedures pertaining to safety and security. • English language both speaking and writing (Preferred-Conversational Spanish). • Public safety and security procedures/protocols. • Law enforcement/criminal justice. • General office procedures and the use of standard office equipment. • First Aid/CPR (Preferred).
Ability to	<ul style="list-style-type: none"> • Work independently with minimal supervision. • Use surveillance program. • Establish and maintain effective working relationships with supervisors, coworkers and the general public. • Handle difficult situations including emergencies.

Skill in	<ul style="list-style-type: none"> • Oral and written communications. • Surveillance skills and detail orientation. • Customer Service including interacting with difficult people. • Leadership in emergency situations
Necessary Special Requirements	
Ability to pass a criminal.	
Physical Demands	
<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> • Work is performed mostly in public areas where walking, standing and climbing stairs is frequently required. • Specific vision abilities required by this job include close and long vision, prolonged visual concentration and the ability to adjust focus. • While performing the duties of this job, the employee will also be required to sit, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. • The employee is occasionally required to bend, climb, balance, stoop, kneel, crouch, or crawl. • The employee must occasionally lift and/or move up to 25 pounds. 	