



POSITION: Front Desk Security Agent

REPORTS TO: Dir Sup Svs

LOCATION: Luther Towers/Luther Village

CLASSIFICATION: Non-Exempt

STATUS: Full-Time/Part-Time

JOB SUMMARY

The purpose of the front desk security agent is to protect the security, safety, and welfare of the residents and staff located at Luther Towers and Luther Village. Front desk security agents are the gatekeepers for each of the two campuses...they are the face of the organization. Front desk security agents will monitor ingress and egress of residents, visitors, and staff, respond and/or coordinate response to emergency situations, notify appropriate authorities when required, document ordinary and extraordinary incidents on the daily log of events, and enforce the House Rules in a pleasant, friendly, but firm manner when engaging residents and visitors.

PRINCIPAL ACCOUNTABILITIES:

1. Greets all visitors to each respective campus, requiring that each visitor sign in/out on a log documenting the first and last name, time of arrival/departure, name of agency (if applicable) and destination. Assist visitors by providing directions to the resident with whom they will be visiting, or staff member they wish to see.
2. Responds with urgency to medical, fire, resident violence, and security emergencies by complying with written policies and procedures addressing the various situations at each campus.
3. Serves as the liaison for apartment maintenance requests. Logs each request in the maintenance book with appropriate details (who called, nature of the maintenance deficiency, when it occurred, and efforts to resolve). After hours contacts on-call maintenance if all efforts to resolve the issue have been exhausted and delay is likely to cause an adverse effect on the resident; i.e., HVAC, electrical (within local control), or plumbing challenges.
4. Notifies authorities (executive leadership, maintenance, law enforcement, or fire department/ambulance services) when situations arise necessitating external support; i.e., public assist, unauthorized visitor, smoke/fire (Luther Towers), medical emergency, resident death.
5. Conducts daily resident status checks, prepares report, ensures that staff conducts physical status checks on residents who neither swipe their access/entry card or call in, and reports findings in event log.
6. Records all medical transportation requests, coordinates with driver, and resolves scheduling conflicts.



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7. Monitors video surveillance throughout the shift, documents anything out of the ordinary, notifies appropriate staff or external agencies for urgent and/or emergent conditions, imports still photos into event log when required for illustration.
8. Maintains an event log throughout each shift documenting both routine and extraordinary events limiting documentation to facts only—no subjective comments which reflect opinion. Documentation will include: who, what, when, where, and how/why when appropriate.
9. Receives and logs prescriptions for residents from participating pharmacies and notifies residents for pick-up—front desk security personnel will not accept controlled substances of any kind.
10. Answers the telephone applying proper telephone etiquette; does not release resident or staff personal information (telephone numbers, apartment numbers, and account numbers) unless receiving explicit consent from the resident/staff member to release such information. (Exception would be emergency personnel)
11. Conducts a walking patrol of the campus both interior and exterior ensuring that all accesses are secured and observing for anything out of place.
12. Other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Thorough understanding of office technologies and office computer software such as Microsoft Office. Must understand and apply knowledge in utilizing software associated with automated surveillance systems.
2. Must possess superior observation skills to quickly identify emergent situations and must have the knowledge of existing policies in order to make decisions and respond accordingly.
3. Possess verbal skills and compassion necessary for explaining policies and procedures to residents.
4. Possess the ability to document key incidents and issues on the daily event log...with accuracy, brevity, and clarity.
5. Must possess the ability to manage multiple priorities simultaneously efficiently while effectively remaining focused and productive.
6. Knowledge of principles and processes for providing customer and personal services. This includes understanding resident needs, accommodating those needs within the scope of work, and demonstrating professionalism in all interactions.

EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent.
- Previous experience in a security role preferred; on-the-job training will be provided.
- Must possess at least one year of experience employed in an office environment having used software applications associated with Microsoft Office.
- One year of experience in a role engaging diversified populations.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL REQUIREMENTS:

Physical requirements include occasional lifting/carrying of 25+ pounds for short durations; frequent lifting/carrying/moving of 10+ pounds of equipment; visual acuity, speech, hearing, hand-eye coordination, and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to walking distances of 1/10 of a mile continuously—occasional stair climbing up to 6 flights in an emergency,

extended sitting (4 hours or more), significant visual demands while monitoring cameras throughout an 8 hour shift, reaching, twisting, kneeling, and stooping to perform the essential functions. Working conditions are primarily inside the building but occasionally will require outside functions such as walking patrol.

EMPLOYEE ACKNOWLEDGEMENT:

I have reviewed the essential functions, knowledge, skills and abilities, education and experience, and physical requirements necessary for me to either perform, possess, or be subjected to related to the front desk security agent. I understand that if I request a reasonable accommodation to perform essential functions of the position that Lutheran Senior Services of Dover Inc. will engage me in the interactive process. However, I understand that my prospective employer will ultimately determine whether my request for accommodation is practical and/or feasible as such relates to the position.

I further understand that the essential functions listed above are not exhaustive of what may be expected of me in this position; I understand that my employer may assign me to a variety of tasks so long as I have the resources available to perform the tasks.

SIGNATURE AND DATE