

Job Abilities, Requirements, and Functions for HRS Staff

Basic Requirements

Staff must:

- Be legally authorized to work in the United States

If working as a Security Guard:

- Obtain and maintain a valid Security Guard license for the State you are working in which includes one or more of the following: Guard Card, Work Card, etc

Basic Abilities/Expectations

Staff must be able to:

- Observe and report, which are the 2 primary functions of HRS Staff
- Patrol on foot, or stand guard at a fixed post, for a shift
- Use a two-way radio
- Be highly observant and aware of their surroundings and situation
- Work with minimal direct supervision
- Be approachable by the public
- Communicate effectively and clearly
- Help resolve issues in an effective and positive manner
- Approach situations in a non-confrontational manner and de-escalate tense situations
- Be professional in appearance, demeanor, work ethic, and attitude
- **Stay off your cell phone while on shift, unless utilizing a work app (i.e. Zello).**

Basic Job Functions

Staff will generally:

- Receive assignments from and report to the Shift Leads and/or HRS Management
- Ensure a safe and secure working environment
- Maintain visibility to the public
- Enforce client policies and rules
- Investigate and report unsafe conditions which might endanger the client, its associates, or public safety
- Ensure required documentation and reports are written, and submit reports to the Shift Leads and/or HRS Management
- Take detailed notes of security related incidents: write down observations; record notes from witnesses, complainants, and victims; gather physical evidence and preserve it for future use
- Report fires, evacuations, medical emergencies, hazardous situations, or other facility-related events, and provide crowd control and backup for emergency personnel
- Attend and understand site-specific training for each job site
- Maintain all assigned equipment in a clean and serviceable state
- Contribute to the team effort by accomplishing tasks as needed
- Use good judgment regarding safety and security, and in interactions with Law Enforcement and/or other agencies
- Check the [HRS Events Calendar](#) frequently, where you can find our schedule of upcoming events and sign up
- Perform other related duties as required

Non-Lethal Weapons and Firearms

- No HRS Agent will carry non-lethal weapons or firearms while on duty without the expressed permission and written approval from HRS Management
- Determination as to whether an HRS Agent is approved to carry non-lethal weapons and/or firearms will be made on a case-by-case basis by HRS Management