

## Essential Functions

Must have excellent customer service and people skills as you are acting as a customer service agent. Will act as a visual deterrent to thefts, vandals, or violence and deal with intoxicated or hostile individuals using verbal diffusing tactics. Positions consist of being on your feet for your entire shift, either at an entry/exit point or on foot patrols. Able to provide information and directions to customers and the general public. Maintain excellent hygiene and clean uniform to portray professional image. Complete and total understanding that you are the face of the event or venue, so you must conduct yourself in a manner that reflects positively on the client and Rovers Security. Compliance with our very strict "do not engage" policy. Performs related duties and fulfills responsibilities as required.

## Knowledge

- **Public Safety and Security**-Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Customer and Personal Service**-Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language**-Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

## Skills

- **Active Listening**-Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking**-Talking to others to convey information effectively.
- **Critical Thinking**-Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Service Orientation**-Actively looking for ways to help people.
- **Social Perceptiveness**-Being aware of others' reactions and understanding why they react the way they do.
- **Coordination**-Adjusting actions in relation to others' actions.
- **Monitoring**-Monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

## Abilities

- **Problem Sensitivity**-The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, just recognizing there is a problem.
- **Far Vision**-The ability to see details at a distance.
- **Oral Comprehension**-The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression**-The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity**-The ability to speak clearly so others can understand you.
- **Near Vision**-The ability to see details at close range (within a few feet of the observer).
- **Selective Attention**-The ability to concentrate on a task over a period of time without being distracted.
- **Speech Recognition**-The ability to identify and understand the speech of another person.
- **Deductive Reasoning**-The ability to apply general rules to specific problems to produce answers that make sense.
- **Flexibility of Closure**-The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- **Problem Solving**-The ability to apply general rules to specific problems to produce answers that make sense.
- **Data Compilation**-The ability to gather data, compile information, and prepare reports.
- **Physical Fitness**-The ability to perform all the physical requirements of the position.
- **Safety Knowledge**-The ability to understand and follow safety procedures.
- **Situational Knowledge**-The ability to handle typical, medical, and crisis situations efficiently and effectively.