**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Security and Assistance Officer

**GRADE :** Grade 5

**POST NO :** 2168, 01397, 4201

**SERVICE :** Help Me With My Financial/Housing Problem System

**UNIT :** Customer Access

**REPORTS TO :** Operations Team Leader

**RESPONSIBILE FOR :** None

**LIAISON WITH :** Customers, Officers, City Councillors, Police & other relevant external organisations

**PURPOSE OF JOB**

To provide security and personal safety support to staff and customers within the Customer Service Centre, making the environment a safe and comfortable place to visit.

To assist with welcoming customers at the Civic Centre reception, consistently delivering an excellent standard of service

**MAIN ACTIVITIES**

**Security**

1. To monitor CCTV cameras and panic alarms and respond to situations in a timely and professional way to ensure safety of staff and customers.
2. To promptly and non-confrontationally deal with any potentially difficult customer situations, and challenge inappropriate behaviour.
3. To deal with any security, personal or emergency issues within the vicinity of the Customer Service Centre, and to act as a Floor Warden.
4. To undertake regular checks of the alarms and security procedures.
5. To provide guidance to visitors to the Customer Service Centre for evening meetings, and ensure that security is maintained.
6. To be responsible for closing the Customer Service Centre, and in the evenings, to ensure that all Committee rooms and adjacent areas are vacant and everyone is accounted for.

**Customer Assistance**

1. To assist reception with welcoming visitors to the Civic Centre in a courteous manner, offering to help them with their enquiry and directing more complex queries to other officers.
2. To assist Customer Support Officers in managing queues by managing expectations and keeping customers informed.
3. To provide assistance with I.T and communication technology in the committee rooms.
4. To assist customers with basic use of the self help computers.

**Other**

1. To ensure that audit requirements are met regarding visitors to the Customer Service Centre.
2. To maintain and audit stock levels for items sold in the Customer Service Centre
3. To deal with any lost property in the Customer Service Centre.
4. Any other duties commensurate with the grade.

**DATE LAST UPDATED:** December 2015