



Security Officer Job Description

The Security Officer is responsible for protecting company personnel, facilities, assets, and operations through proactive security presence, access control, surveillance, and incident response. Professionalism, customer service, policy compliance, confidentiality, and situational awareness in a corporate environment are of utmost priority.

Responsibilities

Physical Security & Access Control:

- Control and monitor access to facilities, offices, and restricted areas
- Enforce company access control, badge, and visitor management procedures
- Conduct foot and/or vehicle patrols to deter unauthorized activity and report all suspicious, criminal and unauthorized activity
- Conduct escort procedures for visitors and contractors in accordance with established policies and procedures
- Assist Management with employee incidents including but not limited to: terminations, or workplace disturbances.

Monitoring & Surveillance:

- Monitor security video systems, alarms, and access control platforms
- Identify, document, and report suspicious activity or security breaches
- Respond to alarms and security incidents in accordance with policies and procedures
- Assist other Security personnel in their duties when necessary

Incident Response & Reporting:

- Respond to incidents such as medical emergencies, disturbances, theft, or policy violations
- De-escalate situations using approved techniques and professionalism
- Complete accurate incident reports, and shift changeovers
- Preserve evidence and coordinate with supervisors and law enforcement when required
- Uphold strict confidentiality at all times

Customer Service & Prof. Presence:

- Serve as a visible, approachable security presence for employees and visitors
- Provide directions, assistance, and information as needed to employees, visitors and contractors when necessary.
- Maintain a calm, professional demeanor at all times

Required Qualifications:

- High school diploma or GED
- Ability to pass background check and drug screening
- Strong verbal and written communication skills
- Basic computer proficiency (incident reporting, email, access systems)
- Ability to remain alert and professional during long shifts
- Previous experience in security, reception, dispatch, military, law enforcement, or customer-facing roles

Preferred Qualifications:

- Prior corporate, commercial, or critical-infrastructure security experience
- Experience with CCTV, access control, or security management systems
- CPR/First Aid certification (or willingness to obtain)
- Military, law enforcement, or protective services background

Policy Compliance & Safety:

- Enforce company policies, safety procedures, and emergency protocols
- Assist with emergency evacuations, drills, and business continuity procedures
- Identify hazards and report safety concerns to management
- Follow all company policies and procedures at all times

Physical & Work Requirements:

- Ability to stand and walk for extended periods
- Ability to lift up to 50 lbs. (as required)
- Ability to work indoors and outdoors, including nights, weekends, and holidays
- Ability to respond quickly to emergencies

Competencies & Attributes:

- Situational awareness
- Professional judgment
- Attention to detail
- Confidentiality, integrity and discretion
- Customer service excellence
- Policy compliance



Security Reception & Camera Operator Job Description

The Security Reception and Camera Operator is the first contact the public and company employees have with the Bill Miller Bar-B-Q Security Department. As such, customer service and confidentiality are of utmost importance.

Responsibilities

Call Taking and Customer Service:

- Answering and routing phone calls in a professional manner
- Follow established policies, procedures, protocols, and instructions
- Follow structured chain of command
- Greet and professionally screen all employees, visitors, vendors, and contractors
- Verify identification, issue visitor and contractor badges, and maintain visitor logs
- Enforce access control procedures and challenge unauthorized individuals
- Notify appropriate departments of visitor arrivals
- Participate in key control, badge issuance, and issuing temporary credentials as assigned
- Bi-lingual preferred
- Must be willing and able to answer intercom video calls from vehicle operators attempting to access the facility

Surveillance and Monitoring :

- Monitor CCTV, alarm systems, and access control software in real time
- Identify and report suspicious activity, safety hazards, or policy violations
- Conduct camera reviews and playback for incidents or investigations
- Document incidents accurately using incident reports
- Escalate incidents according to established chain-of-command procedures
- Coordinate with on-site security personnel, Management, or emergency services as required

Incident Response & Reporting:

- Respond calmly and professionally to security incidents, emergencies, or alarms
- Complete detailed incident reports
- Preserve evidence and maintain confidentiality of sensitive information
- Support investigations conducted by security management, personnel department, or law enforcement
- Follow established procedures for emergency phone call handling, telephonic threats, and after-hours notification procedures.

Administrative & Professional Duties:

- Maintain a clean, organized, and professional reception area
- Follow all security policies, procedures, and SOPs
- Maintain strict confidentiality of company operations and personnel matters
- Participate in required training, drills, and compliance programs

Required Qualifications:

- High school diploma or equivalent
- Previous experience in security, reception, dispatch, military, law enforcement, monitoring, or customer-facing roles
- Strong verbal and written communication skills
- Ability to multitask and maintain focus in a monitoring environment
- Professional demeanor and strong customer service orientation
- Basic computer proficiency (email, reporting systems, camera software)
- Ability to remain calm under pressure and during emergencies

Preferred Qualifications:

- Experience operating CCTV, access control, or alarm systems
- Prior corporate security or command-center experience
- Familiarity with incident reporting and security documentation
- CPR / First Aid certification (or willingness to obtain)

Physical & Work Requirements:

- Ability to sit or stand for extended periods
- Ability to visually monitor multiple screens for prolonged periods
- Must be able to work assigned shifts, including nights, weekends, or holidays if required
- Ability to lift up to 50 lbs. occasionally

Work Environment:

- Office, headquarters, or operations center
- Climate-controlled indoor environment
- Exposure to sensitive and confidential information

Competencies & Attributes:

- Situational awareness
- Professional judgment
- Attention to detail
- Confidentiality, integrity and discretion
- Customer service excellence
- Policy compliance