



# HOUSING AUTHORITY

## OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive - Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

### **JOB DESCRIPTION**

**JOB TITLE:** PROTECTIVE SERVICE AIDE

**TYPE:** NON-EXEMPT

**DEPARTMENT:** HOUSING - AMP 2

**SUPERVISOR:** HOUSING SUPERVISOR OR DESIGNEE

### **JOB SUMMARY:**

The Protective Service Aide is directly responsible to the Housing Supervisor and/or Designee for duties and responsibilities as outlined herein, including the proper implementation of all established policies and procedures regarding security and emergency situations at the Senior Citizen Plaza. In addition, this position is also responsible for providing administrative support and excellent customer service to the SCP staff and residents. This is a very important position in which the security of the Senior Citizen Plaza is maintained. Emergency situations are to be dealt with as they occur and with a high level of attention and care. This position requires positive inter-action with elderly persons. It involves shift work and functions in the absence of the Housing Supervisor and/or designee. Three shifts are in operation: 4:00 p.m. to Midnight, Midnight to 8:00 a.m.; and 8:00 a.m. to 4:00 p.m. daily, including holidays unless otherwise directed.

### **JOB RESPONSIBILITIES:**

- Adhere to all applicable established policies and procedures.
- Responsible for carrying out those tasks assigned by priority.
- Attend Staff Meetings as directed.
- Inspect entire building complex after arriving on duty.
- Perform periodic tours both inside and outside of the SCP building.
- Report any maintenance problems.
- Handle emergency situations as they occur regarding residents and the building.
- Record all abnormal occurrences.
- Record maintenance requests of residents and any other requests for review by the Housing Supervisor and/or designee.
- Complete Absent Resident and Visitor Request forms for approval by Housing Supervisor and/or designee.
- Answer telephone, record messages and direct calls appropriately.



- Provide assistance in the arrangement of social activities regarding adequate seating, tables, lighting and air-conditioning.
- Responsible for complete familiarization of all Standard Operational Procedures.
- Maintain resident emergency board
- Assist with rent collection functions and preparing daily statements of operation.
- Responsible to assist in responsibilities of the Disaster Plan as assigned.
- Responsible to assist in tenant notices distribution.
- Responsible to assist in all other tasks as assigned.

#### **EXPERIENCE/QUALIFICATIONS:**

- High school diploma or GED.
- Knowledge of appropriate measures needed for building security.
- Knowledge of appropriate action necessary in a variety of emergency situations; first aid, fire, etc.
- Knowledge of the principles and practices of working with the elderly.
- Sufficient physical strength and agility to perform in emergency situations.
- Ability to understand and interpret oral and written directions.
- Knowledge of general office procedures, filing, taking messages, etc.
- Ability to exercise discretion and good judgment concerning confidential matters.
- Ability to work without direct supervision.
- Ability to establish and maintain effective relationships with co-workers, residents and the general public.
- Ability to greet and interact with the public and other employees in a courteous and helpful manner, presenting a positive image of the Housing Authority.

#### **COMPETENCIES:**

- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

**PHYSICAL DEMANDS:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at a time.
- Must be able to traverse property and facility.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The requirements for this position are indicative of the mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted whenever possible.

Employment is subject to a probationary period of 12 months.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date