

Pompano Beach Cultural Affairs

General Guidelines and Expectations for Security Officer

It's important for security guards to be well-trained, alert, and responsive to the security needs of the environment they are tasked with protecting.

Surveillance: Keep a watchful eye on the premises to identify and respond to any suspicious activities.

Patrols: Conduct regular outdoor patrols, every 30 minutes, to ensure security and to detect any potential threats. While inside, a security officer should constantly be moving.

Access Control: Monitor and control access to the premises, ensuring that only authorized individuals enter.

Emergency Response: Be prepared to respond to emergencies, including fires, medical incidents, or security breaches.

Communication: Maintain effective communication with colleagues, supervisors, and other relevant personnel using your communication device.

Customer Service: Provide assistance and information to visitors, employees, or residents in a courteous and professional manner.

Reports: Please work with the person in charge to complete any reports of incidents.

Conflict Resolution: Use effective communication and conflict resolution skills to deescalate situations and prevent confrontations.

Physical Security Measures: Ensure that physical security measures. Such as locked doors and gates, are properly implemented and maintained.

Emergency Equipment: Familiarize yourself with and be able to use emergency equipment, such as fire extinguishers, first aid kits, and evacuation procedures.

Professionalism: Conduct yourself in a professional manner at all times, including adherence to dress code, punctuality, and a positive attitude.

Adaptability: Be adaptable to changing circumstances and be able to respond effectively to unexpected situations.

Other expectations:

Ensure that no artwork is touched. Patrons should maintain 3 feet of distance.

Focus on the entry point as patrons are entering the building before the start of the event. Please refer to "Patrols" up above when the event begins. Patrol the second floor every hour.

Be outside at the end of the event to ensure patrons return to their cars safely.

Only service dogs are allowed inside the building.

Officers should patrol the vendors, back alley, and parking lot every 20 minutes.

Print Name (Security Officer)

Date