

POSITION DESCRIPTION
RISK CONTROL OFFICER

Reports To: Supervisor of Risk Control & Program Compliance

POSITION SUMMARY

The Risk Control Officer's primary responsibility is preserving and protecting life and property on West Palm Beach Housing Authority (WPBHA) owned properties and by inference the Housing Center of the Palm Beaches (HCPB). Work involves security sweeps, proactive deterrent of crime and incidents, and addressing safety and security issues. This position provides at all times an armed and uniformed presence and must be visible to residents and staff.

ESSENTIAL FUNCTIONS

- Serves as the WPBHA/HCPB front-line armed security personnel for all safety and security operations. Patrols a designated area by foot, ATV, bicycle, or vehicle. Performs building, property, resident, and staff safety checks and responds to all situations, calls, or emergencies that may pose a safety or security threat to WPBHA/HCPB residents, visitors, or staff.
- Works with city, county, state, and federal law enforcement, fire rescue, and emergency management services.
- Responds to reported complaints, violations of rules, regulations, and policies.
- Ensures residents, staff, and property are protected from crime, damage, intrusion, loiterers, trespassers, criminal behavior, civil disorder, or other safety issues.
- Assist asset management and property managers with safety and security checks of properties and buildings.
- Provides timely, accurate incident reports and daily activity logs to the Risk Control Supervisor and Director.
- Provides security at special events, and meetings
- Responds to natural disasters, civil disorder, and other emergencies.
- Assists with fraud investigations.
- Assists the department Supervisor and Director with fleet management.
- Responds to after-hour emergencies, incidents, civil disorder, terrorism, and natural and man-made disasters.
- Performs other duties as assigned.

BEHAVIORAL COMPETENCIES

- Exhibits general knowledge, skills, and abilities to execute the duties of a Risk Control Officer.
- Proactively seek solutions to resolve unexpected challenges. Assist others without formal or informal direction. Open to learn and develop skills and practically apply the skills learned to perform job functions.
- Cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in correcting any safety issues when appropriate.
- Exhibits objectivity and openness to others, provides and welcomes feedback, contributes to building a positive team atmosphere, puts the team's success above own interest, and supports everyone's efforts to succeed.
- Demonstrates sound reasoning and critical thinking. Shows a sense of urgency regarding critical issues, and brings issues to the supervisor's attention in a timely manner.
- Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Patrols will take place in densely populated areas of West Palm Beach and surrounding areas.
- Frequently perform foot patrols of properties and buildings up to five (5) stories tall.
- Have the ability to assist individuals that may weigh up to 300 LBS.
- Perform lifesaving CPR when necessary

TECHNICAL SKILLS

- Basic understanding of Microsoft Outlook and Excel
- Ability to communicate via text message and two-way radio.
- Understand the functions and how to use Axon Body Cameras 2 and 3 (The agency will provide training).

JOB REQUIREMENTS

- High school education or equivalent.
- Active Florida Department of Agriculture "D" and "G" licenses.
- Complete all required FEMA training within the first six (6) months of employment.
- Valid Florida Driver's License.

Position Description-Risk Control Officer

- Obtain Advance Life Support (ALS) Training within the first six (6) months of employment (The agency will provide training).
- Understand Crime Prevention through Environmental Design Practices (The agency will provide training if an individual does not meet this requirement).
- Proficient in speaking and writing English
- Ability to work nights, weekends, and holidays.

Applicant must pass all portions of the pre-employment background check, physical, physiological exam, and interview.