

HOUSING SAFETY AIDE

GENERAL STATEMENT OF DUTIES: Assists in the safety program of the Albany Housing Authority by receiving calls, dispatching safety officers, and maintaining logs concerning activities of the safety unit; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is a responsible, semi-skilled position on an assigned shift involving the accurate receiving and transmitting of telephone and radio messages pertaining to the safety activities through the central safety office. The duties also involve the dispatching of safety personnel in response to calls, contacting of police and fire authorities in emergency situations and Telephone and personal contact with tenants regarding security and related matters is frequent. The work is carried out under the general supervision of the Housing Safety Supervisor. Supervision is not normally a responsibility of employees in this class.

EXAMPLES OF WORK: (Illustrative Only)

- Answers safety-related telephone calls and complaints and dispatches safety officers to investigate same;
- Logs time, location and type of action taken and personnel involved in safety calls;
- Monitors police and fire radio calls to ascertain the need for housing safety officers to respond to situations on Housing property;
- Maintains appropriate records and log books pertaining to calls received, messages taken, and progress;
- Contact police and fire authorities when the need arises concerning emergency situations on housing Authority property;
- Notifies Safety Supervisor concerning emergency situations;
- Reports to supervisor when communications equipment needs to be replaced or repaired;
- Maintains log of use and functioning of portable radio units;
- Sends reports of maintenance needs turned in by safety personnel to maintenance unit for disposition;
- Contacts maintenance unit in emergency situations;
- May assist tenants with non-security problems or questions;
- May perform related clerical and typing work.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Working knowledge of the operation of radio and telephone equipment familiarity with dispatching terminology and procedures; ability to remain calm in emergency or stress situations; ability to relate well with tenants and other; ability to follow oral and written directions; ability to keep simple log records and make reports; sound judgement; good hearing and diction; tact and courtesy; physical; condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A) Graduation from high school or possession of a high school equivalency diploma and one (1) year of full- time experience or its part-time equivalent, in the operation of communication equipment or public contact work;
- B) Two (2) years of full-time experience, or its part-time equivalent, in the operation of communication equipment or public contact work;
- C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.