



## Bilingual Security Associate II

**Are you interested in using your security and customer service experience to improve the lives of more than 300,000 Alameda County residents?** Are you able to both enforce policies while also creating a welcoming, community-centered environment? Do you want to apply your eye for compliance and safety-first mindset to helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — achieve its mission? If so, Alameda County Community Food Bank could **be looking for you as our next Security Associate!**

The Bilingual Security Associate II serves as the onsite first responder and point person to general safety and security needs of staff and visitors. The person in this role is knowledgeable in all food bank safety policies and procedures, including risk mitigation, reporting and compliance measures. In any given day you might spend your time greeting, directing and assisting visitors and volunteers to the Food Bank (in English or Spanish); assisting staff in diffusing and de-escalating situations; completing incident reports by gathering facts and interviewing witnesses to incidents; monitoring security cameras and preparing security reports; attending Safety Committee meetings. You will be stationed at various posts throughout the day in order to monitor and maintain safety and security across the 118,000 sq. ft. food bank facility — every day might look different, but they will always include the satisfaction of helping to nourish our community.

### ABOUT ACCFB

Alameda County Community Food Bank has achieved notable success in recent years — and is currently responding to an incredible increase in need in our community due to the pandemic and recession. Even with a passionate network of 420+ agency partners serving more clients — and distributing more food — than ever before, we've expanded our services even further to meet the growth in need.

Our organization's success is built on bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous and just community *for all*. With our latest strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at [www.accfb.org](http://www.accfb.org).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide excellent customer service by promptly greeting, directing and assisting visitors and volunteers to the Food Bank's Community Engagement Center.
- Authorize and monitor the entrance/departure of persons to maintain security of the Food Bank. Maintains awareness of onsite visitors throughout the day for purposes of emergency, security or medical response.
- Provides general safety information and/or training to first-time visitors including new hire staff.
- Support the volunteer program and CEC by assisting with group and individual check-ins as needed.
- Maintain the CEC and front offices lobbies as a welcoming, functional and safe space, including restocking supplies and promptly reporting any issues with cleanliness, facilities or technology.
- Assists the volunteer team by conducting safety briefings for warehouse volunteers.
- Utilize de-escalation and conflict resolution techniques to assist staff in diffusing and de-escalate situations with problematic visitors and guests.
- Reviews the Food Bank's electronic room calendar on MS Outlook in order to direct visitors.
- Conduct regular foot patrols throughout the parking lots and warehouse and reports back any potential problems or issues.

- Act as a liaison with first responders such as police, fire, and emergency medical personnel.
- Train other security personnel and third-party vendors on proper ACCFB safety protocols and procedures.
- Coordinate with contract security personnel to provide adequate coverage of ACCFB and other sites as needed.
- Actively serve on Safety Committee by attending and participating in monthly meetings.
- Conduct accident/incident investigations. Complete incident reports by gathering facts and interviewing witnesses. Partners with Safety Compliance and Risk Manager for timely follow up on action items.
- Track safety metrics and conduct trend analysis to identify strengths and areas for improvement.
- Implement Cal/OSHA occupational injuries and illness recordkeeping requirements. The incumbent will maintain and update OSHA Form 300 Log, OSHA Form 300A, and OSHA Form 301.
- All other duties as assigned.

#### **KNOWLEDGE SKILLS AND ABILITIES**

- Valid CA Security Guard Card issued by the Bureau of Security & Investigative Services.
- Bilingual in English/Spanish to serve our clients.
- Minimum of three years of corporate security or customer service experience in a professional service or nonprofit organization.
- Working knowledge of incident investigations and report writing.
- Strong interpersonal and diplomacy skills; demonstrated ability to interact positively with a wide array of individuals, colleagues and partner representatives.
- Excellent customer service skills, including but not limited to empathy, tact and patience.
- Ability to multi-task, remain calm and courteous under pressure, and navigate tense situations.
- Ability to simultaneously monitor visitor traffic in a busy office and assist reception staff with multi-line phone system.
- Effective and professional written and verbal communication skills.
- Computer skills including MS Outlook to send/receive emails and review calendars and MS Word to complete incident reports.
- CPR/First Aid/AED certification or willingness to obtain certification.
- High degree of accuracy and dependability in work.

#### **PERSONAL ATTRIBUTES AND VALUES**

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, and diversity.
- Impeccable integrity and honesty.
- A roll up your sleeves, can-do attitude!
- Strong work ethic with an orientation towards process improvement.
- Innovative self-starter and problem solver with a bias towards action.
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.

#### **PHYSICAL REQUIREMENTS**

This work is located in an office environment. This job is primarily stationary and involves sitting for long periods of time. The following physical activities are necessary in the performance of this job: This job requires standing, stooping, bending, pulling, pushing, grasping, walking, carrying and infrequent lifting or carrying of objects up to 50lbs. Ability to move throughout the Food Bank building. Ability to use a computer, write legibly and perform basic mathematical tasks. This position may at times be subject to stressful situations.

## COMPENSATION AND BENEFITS

This is a full-time, non-exempt position working Monday through Friday, 7:00 a.m. to 4:00 p.m. (7.5 hour workday, 1-hour unpaid lunch). The non-negotiable starting salary is \$29.08 per hour (approx. 56,706 per year). We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield Platinum or Gold PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 10 vacation days, 12 sick days, 11 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

If you meet these qualifications and want to join our mission, please send your ***resume and answer the application questions*** on our careers page located at [accfb.org/careers/](https://accfb.org/careers/)

Union Representation: ACCFB is in partnership with and has a newly established labor union for a portion of our staff. This position is part of the labor union OPEIU, Local 29.

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.