



## Security Associate I

- **Are you an experienced Security Professional that's interested in protecting the safety and wellbeing of the Alameda County Community Food Bank?**
- Are you proactive, self-motivated, and someone who thrives in a fast-paced environment?
- Do you want to apply your superb organizational, coaching, and leadership skills with impeccable attention to detail 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 I for the Operations Department!

The Security Associate I Lead serves as the onsite first responder and point person to general safety and security needs of staff and visitors. The position is knowledgeable in all food bank safety policies and procedures, including risk mitigation, reporting and compliance measures. The position can be stationed at various posts throughout the day to monitor and maintain safety and security across the 118,000 sq. ft. food bank facility.

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; promptly greet, direct and assist Food Bank visitors and volunteers.
- Authorize and monitor the entrance and departure of employees and other persons to maintain security of the Food Bank and issue visitor nametag badges.
- Assist staff to diffuse and de-escalate situations with problematic visitors and guests.
- Able to review the Food Bank's electronic room calendar on MS Outlook and direct visitors for meetings.
- Conduct regular patrols throughout the facility and report back any potential problems or issues.
- Complete incident reports by gathering facts and interviewing witnesses to incidents.
- Acts as liaison with first responders such as police, fire and emergency medical personnel.
- Answer and direct incoming calls.
- Receive packages and deliveries.
- Monitor security cameras and prepare security reports.
- Monitor panic button control panels for alerts and conduct panic button inspections.
- Traffic safety: direct the flow of vehicles and pedestrians onsite.
- Actively serve on Safety Committee by attending monthly meetings.
- All other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Valid CA Security Guard Card issued by the Bureau of Security & Investigative Services.
- 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.
- Bilingual in English/Spanish a plus.

### **Preferred Qualifications**

- Experience in a nonprofit environment with a variety of stakeholders and deeply rooted community values.
- Bilingual in English/Spanish or English/Mandarin or Cantonese.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables and building consensus in a fast-paced environment.
- Knowledge of and experience with issues related to hunger and poverty.
- Experience with emergency food programs.
- Knowledgeable in food safety practices.

## **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 toward 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.

**Military experience may be substituted for corporate security experience. Veterans are encouraged to apply for this position.**

## PHYSICAL REQUIREMENTS

This work is in an office environment. This job is primarily stationery and involves sitting for extended 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 (up to 7.5 hours), 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, 8:00 a.m. to 4:30 p.m. (7.5-hour workday, 1 hour unpaid lunch). The non-negotiable starting salary is \$23.59/hr. (approx. \$46,000.50 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.

• Union Representation: ACCFB is in partnership with and has a newly established labor union for a portion of our staff. This position is not part of the labor union OPEIU, Local 29.

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

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.

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