



JOB DESCRIPTION

Position Title: Security Ambassador	Department: Safety, Security & Training
FLSA Status: Non-exempt	Pay: \$19.25
Reports To: Safety and Security Manager	Incumbent:

JOB SUMMARY:

A Security Ambassador shall be a highly visible, uniformed civilian team member working to achieve a safe environment free of disruptive behavior; provide assistance in times of emergency; and, maintain vigilance over various facilities and service as a whole.

ESSENTIAL FUNCTIONS:

- Attend daily briefings to receive assignments.
- Interact with TARTA personnel, passengers, and the public to establish an official presence and prevent disruptive behavior among TARTA facilities.
- Create detailed reports, documentation, and provide overall assistance to TARTA personnel including computer applications.
- Maintaining a friendly professional demeanor while answering passenger and personnel inquiries.
- Assist passengers with fare system questions and issues combined with inspections to help ensure fare collection.
- Assist passengers with transfers and access to alternate services in times of regular service as well as when services are disrupted.
- Assist in emergencies in and around TARTA facilities by gathering information, summoning emergency personnel, providing logistical support, and providing appropriate first aid when necessary.
- Professional and consistent behavior during performance of job functions ensuring a commitment to safety.
- Conduct a vigilant watch at TARTA facilities to help promote a safe and clean environment for passengers and personnel.
- Implement expert knowledge of service lines to answer inquiries and provide directions.
- Disseminate customer criticism and compliments in a professional demeanor while attempting to address customer issues by offering guidance to various levels of authority.
- An ability to operate TARTA vehicles.
- Observe and report suspicious activities to the proper authorities and personnel with an ability to render assistance when necessary.
- Provide detailed reporting in a timely manner with documentation as specified by Administration.
- Successful completion of required and continuous training

Performs other related duties as required; all job descriptions are subject to change.

KNOWLEDGE, SKILLS & ABILITIES:

- Must be a Team Player and have the ability to motivate others.
- Possess critical thinking skills.
- Be physically fit for duty.
- Knowledge of basic security procedures.



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- Have basic First Aid and a CPR Certification.
- Familiarity with de-escalation techniques.
- Proficient in report writing.
- Effective written and verbal communication.
- Ability to assess and adapt to changing environment.
- Training and previous experience in emergency response situations.
- Able to comply with all applicable laws and policies regarding confidential information.

EQUIPMENT OPERATED:

- Computer applications software and basic office equipment.
- Operates a two-way radio, video and audio surveillance equipment and mobile data computer (MDC) communications.

HOURS:

- 40 Hrs. Per Week
- Position may require overtime and holiday hours depending on the need.

EDUCATION AND EXPERIENCE - REQUIRED:

- Education: High School Diploma or Equivalent, Required. Degree in Business, Transportation or related, preferred.
- Experience: Two (2) years demonstrated leadership ability
- Credentials: Valid Driver's License

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required of this job include vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is typical of a busy setting. The noise level in the work environment can be loud.



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I understand the above duties are not all inclusive and may be changed as needed. I further understand that if I have questions, I must ask my supervisor for clarification.

Employee Signature

____/____/_____
Date

Toledo Area Regional Transit Authority (TARTA) is an Equal Employment Opportunity (EEO) employer. TARTA does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable federal, state or local laws.