

MassHire COVID-19 Disaster Recovery NDWG
Temporary Security Personnel
Job Description

MassHire Franklin Hampshire Career Center is partnering with Madison Security to hire a part-time (one day a week) security staff person who is reliable, dependable, and has excellent customer service skills. MassHire Franklin Hampshire Career Center is a customer-facing organization that serves the general public providing workforce training and employment assistance to job seekers and employers. This position is funded under a National Dislocated Worker Grant. Madison Security will be the employer, and the position will be posted to the MassHire Franklin Hampshire Career Center in Orange, MA. Candidate must have flexibility to work in the local MassHire Career Center office as needed when more than one office exists in the local area.

This position is a 20 week placement.

This position is grant-funded and temporary. All applicants must be unemployed or underemployed due to the COVID-19 Pandemic and must meet National Dislocated Worker program eligibility requirements. Individuals eligible for this grant must be:

- temporarily or permanently laid off as a consequence of the COVID-19 Pandemic;
- a dislocated worker as defined at 29 U.S.C. 3102(3) (15);
- a long-term unemployed worker; or
- a self-employed individual who became unemployed or significantly underemployed as a result of the COVID-19 Pandemic

Duties:

- Greet customers, control the flow of maximum occupancy guidelines, and explain Career Center Covid-19 protocols to customers
- Verbally screen customers for potential illness; perform temperature checks; ensure every customer who enters the building is wearing a face mask and is social distancing
- Sign in all staff, customers, and visitors (i.e. delivery vendors) at the security check-in point to enable contact tracing
- De-escalate situations as they occur, notify management and/or local authorities as needed
- Maintain an incident log of all adverse actions and responses
- Periodically walk through public spaces in the career center to ensure customers are maintaining social distancing and properly wearing a mask
- Provide daily logs of all who entered the building to the career center management team
- Must maintain confidentiality of customer information at all times
- Must also meet Madison Security eligibility requirements

Qualifications:

- Must have excellent communication and customer service skills including the ability to speak with customers facing economic hardship in a clear but empathetic manner and to de-escalate potential conflicts

- Maintains professional appearance and demeanor
- Madison Security will conduct a CORI check. Felony records will not be eligible. Misdemeanors will be open to review and discussion
- Must be able to walk, sit or stand for long periods of time
- Must be very detail-oriented
- Must have computer and Microsoft office skills
- CPR/First Aid/First Responder training preferred
- HS diploma or equivalent