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1100 Introduction

The Department of Workforce Services (DWS) employs off-duty officers of the Pulaski County Sheriff Office (PCSO) as intermittent state employees to be security guards at three DWS Little Rock locations: Two Capitol Mall, 1501 South Main Street, and 5401 South University Avenue. The purpose of the security guards is to provide an extra source of physical safety for the staff members and customers who visit these buildings during the week. The PCSO officers primarily report to the Administrative Analyst to the Assistant Director of Financial Management and Administrative Services (FMAS); however, a supervisor has been identified at each location to approve the timesheets of their primary officers. A coordinator may also be assigned from a different location. The coordinator would be responsible for ensuring that the building has coverage and will work with the officers and/or the FMAS Administrative Analyst to find the appropriate coverage.

1200 Job Responsibilities

PCSO officers are responsible for ensuring the physical security and safety of the aforementioned DWS buildings and the people who conduct business within these areas. The officers' responsibilities include, but are not limited to: admitting and verifying the identification of building visitors, signing in/out and issuing/collecting visitor and temporary employee badges for staff-authorized visitors and employees who are without their ID badge, monitoring security cameras, conducting periodic walkthroughs of the interior and exterior of the building, and handling any physical security emergencies or issues in a calm, professional manner in which they are trained.

1300 Priority of Service

Consistent desk coverage during business hours is very important to the agency. Therefore, DWS schedules four PCSO officers per day: two officers at 5401 South University Avenue, one at Two Capitol Mall, and one at 1501 South Main Street. If, for whatever reason there is a shortage of officers for the buildings, the following order is the priority of location: 5401 South University-Officer #1, Two Capitol Mall, 1501 South Main Street, and 5401 South University-Officer #2. In the event of a shortage, officers should be prepared to assist at whichever location is assigned to them that day by the FMAS Administrative Analyst.

1400 Usage of PCSO Vehicles

It is the preference of the DWS staff that the PCSO officers utilize their PCSO vehicles by parking in the front of the buildings. Having the PCSO vehicle in front of the buildings may act as a deterrent to those that wish to endanger the well-being of persons or physical property on the premises.

DWS is aware that the PCSO officers are responsible for buying fuel for their PCSO vehicles, and DWS is prepared to reimburse the officers. Refer to Standard Operating Procedure, "Off-Duty County Sheriff Office Deputy Mileage Reporting and Reimbursement Procedures" for more information.

1500 Timesheets

PCSO officers do not have access to their own DWS computer outside of the computer that monitors the security cameras. The officers must report their weekly hours and location so that they can be entered into the STA system accordingly. The supervisor or coordinator; as appropriate, needs to verify the hours with the officers.

1600 Time-off Requests and Tardiness

Should a PCSO officer require time-off for any reason (i.e. court obligations, illness, or personal reasons) the officer must work with their building coordinator to locate a replacement as soon as possible before the day needed. Depending on the amount of time off needed, the officer will be asked to take off a minimum of two hours; however, a half-day or a whole day is preferred, to ensure that the replacement officer is getting a fair shift. In the event that no other officer is able to act as a replacement a DWS office staff member will be stationed at the desk in the officer's absence.

If the officer is unable to be present for any period of their assigned shift, the officer must contact their supervisor or coordinator; as appropriate, to inform them as soon as possible so that the supervisor or coordinator may find a replacement officer or inform the building management of the need to have a DWS office staff member sit at the desk.

In the event of using birthday leave, a leave slip is required; however, the officer must inform their supervisor or coordinator; as appropriate, of the date which they want to use the leave. For specifics regarding all intermittent leave, please refer to the [Personnel Manual Part V](#)-Sections 3201 and 3203.

1700 Lunch Breaks

PCSO officers are allowed to take one lunch break per day; however, the break can last no longer than 30 minutes and there must be a DWS staff member available to watch the desk. In an effort to have continuous coverage of the guard desk, it is the preference of DWS that the officers do not leave their desk for lunch. The officers have the option of eating lunch at their guard desk or they may contact the building management to request that a DWS staff member watch the desk should they choose to leave. Officers that choose to leave the guard desk for the duration of their lunch period will not be paid for that period and should report their time to the supervisor as such.