

# I · HOUSE

INTERNATIONAL HOUSE  
500 RIVERSIDE DRIVE  
NEW YORK, NY 10027-3916

IHOUSE-NYC.ORG



**Position Title:** Public Safety Officer  
**Office:** Public Safety  
**Reports to:** Public Safety Manager and the Director of Public Safety

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## About International House

International House (I-House) is a residency program for graduate students and young professionals, built on the simple yet radical notion that living in a diverse community instills a lifelong dedication to cultural understanding.

Since 1924, I-House has welcomed young people from all over the world to live, learn, and grow together. In addition to offering safe and comfortable housing within a New York City historic landmark, I-House hosts an array of programming and other opportunities designed to foster cross-cultural connection and to help residents form lifelong bonds.

From the outset, our mission has been simple and daring: to cultivate individuals who will help bridge the polarization, isolation, and division our world continues to face. Through an intentional admissions process, we curate an eclectic, interdisciplinary cohort of open-minded individuals who come together at a key stage in life for a crash course in social and cultural intelligence. It is a life-changing experience our alumni carry into their communities, practices, and professions.

Learn more at [www.ihouse-nyc.org](http://www.ihouse-nyc.org).

## Job Overview

Our Organization requires the talents and skills of an experienced Public Safety Officer. The successful candidate should be outgoing and friendly with a gregarious personality and a natural talent for customer service. We want our community members to feel comfortable approaching our team for assistance of any kind. As the 'Face' of International House, the successful candidate should be professional, presentable and friendly with outstanding people skills. You should have a talent for multi-tasking, with excellent communication skills to match. A Public Safety Officer's focus is on safeguarding the personal safety, property, and interests of our community members. They are trained to proactively mitigate risks and to investigate, manage, and report all incidents that occur on our property.

## Ideal Candidate

The ideal candidate must be physically fit and able to adapt physically and psychologically to frequently changing needs and priorities. Strong customer service

and interpersonal skills, the ability to problem solve, a high level of energy, enthusiasm and flexibility are key characteristics of the successful incumbent.

### Responsibilities and Duties

- Ensure the safety and security of community members and I-House property.
- Provide building information, directions and assistance to community members and visitors.
- Patrol premises regularly and respond to calls for service.
- Monitor surveillance system regularly, Access Control and CCTV system.
- Maintenance and service calls on a needed basis for access control and CCTV systems.
- Prepare daily activity reports detailing shift activity.
- Effective written and verbal skills for incident reporting.
- Report suspicious activity and prepare incident reports when necessary.
- Watch for and reports irregularities, such as security breaches, facility and safety hazards, and emergency situations; contacts emergency responders, such as police, fire, and/or ambulance personnel, as required.
- Protect and maintain confidential information in accordance with the department's standard operating procedures.
- Completing daily assigned Public Safety duties.
- Strong attention to detail and ability to follow safety protocols.
- Directing traffic and maintaining order at public gatherings.
- Completing assigned collateral duties on a weekly basis.
- Reception desk coverage, answer and transfer calls and provide desk break.
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- Available to cover call outs, vacations, and holidays shifts, with possible double shift coverage.
- Demonstrates operational flexibility by remaining available to support and cover all shifts, including evenings, overnights, weekends, holidays, and special events, ensuring continuity of service and event support.

### Qualifications

- High School Diploma (College Degree preferred.)
- 2 years of experience as a Public Safety Officer or similar role.
- Valid NY State Security Guard License and must maintain validity by completing annual (8) hour in-service refresher training.
- Fire Guard Certification of Fitness.
- Knowledge of standard security concepts, practices and procedures.
- Experience with report writing with skills in Microsoft Office applications.
- Trained in Adult First Aid/CPR & AED.
- Must have a flexible schedule and be prepared to work any of the following shift times: 8am-4pm, 12pm to 8pm, 4pm-12am, 12am-8am including weekends.

### Personal requirements

- Good communication, mediation, and conflict resolution skills with the ability to apply de-escalation techniques.
- Good observation and decision-making skills.
- Ability to react calmly and effectively in emergency situations.
- Ability to successfully perform all duties without direct supervision.
- Strong work skills in Teamwork, Communication, Responsibility, Collaboration, Awareness, Honesty, Respect, Empathy and Moral Courage.

### Salary:

Starting salary is \$22 per hour.

### How to Apply:

Please submit a cover letter and resume via e-mail to [careers@ihouse-nyc.org](mailto:careers@ihouse-nyc.org) with "Public Safety Officer" in the subject line.

International House 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, International House complies with applicable state and local laws governing nondiscrimination in employment. International House expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.