

POSITION PROFILE: Security Guard, Finance

About Credit Acceptance: Credit Acceptance Corporation is a finance company; we are in the business of Changing Lives!

Make the Right Move and build your career by joining a growing and profitable organization.
Credit Acceptance is currently hiring a **Security Guard**.
If you are focused, assertive, detail oriented and self-driven we would like to hear from you!

About this Position: The purpose of the Security Guard is to....

- **Monitor and authorize** entrance and departure of employees, visitors, and tenants.
- **Appropriately escalate** emergency situations to police or fire department.
- **Professionally and respectfully assist both internal/external** customers to maintain high service levels.
- **Assist in facilities management** by monitoring building systems.
- **Escort terminated team members** from the building
- **Distribute and track keys**(both office and furniture keys) for team members, which includes managing inventory, distribution, and tracking.
- **Monitor the Parking Lot** and advise the authorities of suspicious activity and report maintenance issues such as lights being out to Facilities Management.

Position KSAs: What Knowledge, Skills and Abilities will you need to succeed in this role?

- **Decision Making and Problem Solving** -- Analyzing information and evaluating results to choose the best solution and solve problems. You need to be a quick thinker, with an ability to understand and interpret information promptly and effectively.
- **Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic form.
- **Strong Communication Skills** -- Providing information to supervisors, co-workers, and subordinates in a clear and concise manner by telephone, e-mail, or in person.
- **Calm, Focused, and Motivated to Help** -- when faced with challenging situations you must have the ability to stay calm and evaluate the situation.
- **Receptive to ongoing feedback** aimed at improving your performance.

Position Outcomes & Activities: You will be measured on your ability to perform the following activities effectively.

- **Access Control:** Monitor and granting access to visitors and employees.
- **Facilities Management:** Monitor elevators, fire panel, parking lot, and security system.
- **Provide Support:** You will support customer requests, as well as other department requests as needed.
- **Adhere to Policies/Processes:** You will need to remain compliant with our policies, processes and legal guidelines.

Basic Position Requirements: What do you need to qualify as a candidate for this position?

- You need to **be able to speak and write clearly, professionally and articulately.**
- You need to **be able to manage conflict resolution.**
- You need to **be comfortable with repetitive tasks and face to face customer interactions.**
- You need to **be able to operate office equipment (copy machines, fax, telephone, mouse & keyboard, email, and access card creator).**
- You need to **be able to work independently and in a team environment.**

Additional Position Requirements: Experience and Education requirements.

- Current or retired law enforcement
- Must be available to respond to Headquarters for emergency calls within 30 minutes
- Basic computer skills