



OPPORTUNITY

EMPLOYMENT

Position/Job Title: Customer Service Associate (CSA)

Location/Department: Savannah, GA/Corporate Security

Are you looking for an opportunity to grow your career with a company where your experience will truly be valued? Join our team at Securitas! We are the most locally-focused security company in the United States, with over 650 local branch managers and more than 90,000 security officers who provide unmatched security solutions to meet the specific needs of thousands of businesses. Our fundamental values - Integrity, Vigilance, and Helpfulness - serve as guidance for all of our employees in building trust with customers, colleagues, and the surrounding community.

Qualifications/Skills Required:

- High School Diploma/GED required. Associates or Bachelor's degree preferred.
- 2-3 years of experience as law enforcement/military/private security officer and/or high-level customer service experience.
- Proven ability to handle multiple tasks concurrently.
- Excellent communication skills required.
- Must have the ability to speak, read, and write English. Basic computer skills required.
- Ability to maintain professional appearance and demeanor while ensuring excellence in customer service and safety.
- Must be at least 18 years of age and have legal right to work in United States.
- Must have reliable means of communication and transportation; availability for any shift.

Job Summary:

The Customer Service Associate (CSA), under direct supervision, performs the functions at an assigned post or location. Overall, the primary responsibility is to ensure a high level of customer service in a safe, functional environment for employees, visitors, and customers. Duties are to ensure and deliver excellence in customer service while protecting people, property, and information. Responsibilities are to be carried out with vigilance, integrity, and helpfulness. Associates are to consistently uphold a high level of professionalism, service, and security. Associates must demonstrate a "Global Outlook" – with the ability to interact professionally with clients at various social levels, across diverse backgrounds, with respect to their customs, economies, languages, and cultures.

Responsibilities:

- The CSA, as the first point of contact, is expected to ensure excellence in customer service and safety for the duration of customer, visitor, and vendor time at the client site.
- Complies with standard operating procedures, specifically customer service and access control.
- Provides an atmosphere in which the best image of the client and security department is always presented.
- Must be able to maintain a neat appearance at all times, be punctual to work, able to interact with the public and provide information in a friendly and courteous manner.
- Responds to incidents as required and completes appropriate reports.

Interested applicants should apply at: <http://www.securitasinc.com/en/join-us/apply/> and email resume to Karen.Zappacosta@securitasinc.com or call (912) 251-2778 for more information