



JOB DESCRIPTION
COURTESY PATROL ASSOCIATE
CORTEX INNOVATION COMMUNITY
ST. LOUIS, MISSOURI

POSITION SUMMARY

Reporting to the Courtesy Patrol Manager, the Courtesy Patrol Associate is responsible for providing Courtesy Patrol Services within Cortex's 200-acre District. In this non-armed role, this individual will be critical to Cortex providing an open, welcoming and safe environment for tenants, guests of the District and its surrounding neighbors. The Courtesy Patrol Associate is the public face of Cortex within the District and will be responsible for representing Cortex in a professional and warm manner. The Courtesy Patrol Associate is also responsible for contributing to an organizational culture of inclusion and personal growth. We are currently hiring a second shift role, which is Monday – Friday from 2 p.m. - 10 p.m. While we are looking for a person with a security background, we welcome anyone with 3-5 years' experience working with the public in customer or concierge service to apply, if interested in the role.

CORTEX INNOVATION COMMUNITY

Cortex is a vibrant space serving as an inclusive economic engine for St. Louis. Cortex creates equitable economic impacts by leveraging high-quality facilities, developing programs that build knowledge and networks, and convening strategic partnerships that attract and support emerging and established companies. Founded in 2002 through a collaboration of Washington University in St. Louis, BJC HealthCare, the University of Missouri – St. Louis, Saint Louis University, and the Missouri Botanical Garden, the Cortex Innovation Community (CortexSTL.org) is an internationally recognized hub of innovation and entrepreneurship that is focused on accelerating inclusive economic growth in St. Louis.

Cortex's mission is to advance inclusive economic growth in the St. Louis region. Cortex's 5-year strategic plan can be found [here](#). The Courtesy Patrol Associate is critical to making sure that the District feels safe, welcoming and available to people across the region who want to contribute to a growing St. Louis region. When a diversity of St. Louisans feel welcome at Cortex, they will feel welcome across the broader innovation sectors.

ORGANIZATIONAL RELATIONSHIPS

- Reports to: Courtesy Patrol Manager
- Collaborates with: Other staff members, building management and ownership, space managers, other contract security organizations, tenants, neighbors and a broad swath of the public



RESPONSIBILITIES

You will be responsible for:

- Monitoring cameras that cover the District, looking for any unsafe activities that should be reported to external parties (police, neighborhood watch, etc.).
- Completing outdoor rounds to make sure District tenants and visitors are safe. While completing rounds, you will keep track of your progress using the Silvertrac system of checking in at various points around the District. Sometimes you will achieve this by walking, sometimes you will use a golf cart.
- Helping District tenants, guests and community members find their way through the District, and if you cannot help them, you will find individuals or organizations that can. This could range from helping someone find the location of a meeting to connecting with a car repair service to connecting them with social services.
- Communicating events that happen during your shift to your supervisor and other team members by writing detailed incident reports and sharing details over the phone (call/text).
- Building trust with other Cortex team members, District tenants, security partners and those around you to successfully complete your job. You will achieve this by having a welcoming, positive attitude that is focused on solving problems.
- Providing support to special events in the District and other Cortex team members, as needed.
- All other duties as assigned and requested.

REQUIRED SKILLS, ABILITIES AND EXPERIENCE

A successful candidate will demonstrate:

- Quality customer service, providing a helpful, friendly and welcoming attitude to all
- A team-work mindset and will work well with others
- Excellent communication skills, both written and verbal
- An ability to stay calm and work well under pressure and in high-stress situations
- An ability to perform tasks unsupervised
- An eagerness to learn and a commitment to continuous quality improvements
- A passion for Cortex's mission
- The ability to get/maintain a security license in St. Louis County/City
- The ability to ride a bike for up to 15 miles a day
- Lift up to 40lbs

PREFERRED SKILLS, ABILITIES AND ATTITUDE

A successful candidate is not required to have these, and we would be glad to work with someone who:

- Demonstrates an overall knowledge of general security practices
- 5 years of on-the-job security training
- Experience monitoring and operating Security Camera Systems



DIVERSITY, INCLUSION AND EQUITY

Cortex actively seeks to increase diversity of its workforce. Cortex is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.

COMPENSATION

This is a non-exempt position. The hiring hourly range for this position is \$15.00-\$17.00, commensurate with experience. Optional overtime opportunities may be available on 3rd shift with prior notice. Cortex employees also receive a benefits package that includes health insurance, 10 holidays, 20 days of PTO a year, 10% 401K matching after six (6) months, and others. Work location is in-person in the Cortex District.

RESUME SUBMISSIONS

Please submit a letter of interest and resume to resumes@cortexstl.org. In the letter of interest, be sure to include information about your years of relevant experience, certifications held (if any), level of management attained (if any), record-keeping style and comfort with technology. We will interview until we fill the position but prefer a submission date of Friday, May 26, 2023.