

Position Announcement

POSITION TITLE:	Crisis Incident Response Agent
POSITION LOCATION:	Northern California Bay Area
STATUS/HOURS:	W-2 Employee, Full and Flex Positions Available Hours are generally Monday through Friday
PAY RANGE:	\$141,440.00-\$145,600.00 Annually

POSITION OVERVIEW

The available positions are part of a Specialized Security Services unit that plays a pivotal role in delivering exceptional situational awareness, surveillance, crisis intervention, superior de-escalation techniques and emergency medical response. Operating discreetly within the client's campus environment, the role involves actively observing and identifying potential security threats while collaborating with client security personnel to proactively mitigate risk. As a member of a larger team, agents will contribute to a comprehensive crisis prevention and intervention strategy designed to protect employees, leadership, customers and guests. This position requires a sophisticated blend of specialized training, tactical expertise, and emotional intelligence to respond effectively to a wide range of dynamic mental health and medical emergencies. It offers a rare opportunity to join an extraordinary organization committed to future career growth, elite-level security education and operational excellence in an evolving threat landscape.

DUTIES AND RESPONSIBILITIES

- Provide rapid deployment-ready, low visibility security response in high-risk situations, including life-threatening crimes, active shooter incidents, high risk employee termination support and workplace violence.
- Respond immediately to crisis situations involving emotionally disturbed persons, mentally ill individuals, hostile actors or criminal suspects with an emphasis on de-escalation, tactical awareness and the appropriate use of force.
- Utilize advanced trauma care training to deliver emergency medical response and life-saving interventions until professional medical support arrives.
- Conduct surveillance, surveillance detection and counter surveillance operations to proactively identify and mitigate internal and external security threats.
- Maintain high levels of situational awareness and perform ongoing threat assessments in dynamic environments, providing actionable intelligence to client security leadership and internal teams.
- Monitor environmental and behavioral indicators to identify suspicious activity and recognize potential pre-incident indicators through fixed, mobile and technical surveillance techniques.
- Perform area reconnaissance, suspicious activity investigations and response during security alarms, emergencies or other high-alert conditions.
- Deliver mental health crisis intervention, using empathy and tactical communication to safely manage individuals in distress, intoxicated or exhibiting aggressive behavior.
- Employ conflict resolution and de-escalation techniques to diplomatically defuse tense situations while maintaining professionalism and ensuring safety for all involved.
- Implement protective measures, including safely removing or containing disruptive individuals when necessary and supporting hostile terminations and workforce evacuations.

- Collaborate closely with campus security teams, external public safety personnel and first responders to coordinate effective incident response and promote a unified security posture.
- Conduct a person of interest (POI) tracking, management and reporting posture, maintaining detailed documentation and ensuring timely escalation of credible threats.
- Promote a culture of safety and environmental risk mitigation by providing guidance, monitoring and proactive employee support.
- Maintain a solid understanding of corporate protocol, etiquette and use-of-force doctrine in all operational contexts.
- Fulfill administrative duties, including incident documentation, activity reports, equipment accountability and routine operational communications.
- Participate in ongoing training, maintaining operational readiness and continuously enhancing knowledge and skills.

REQUIRED SKILLS & QUALIFICATIONS

Candidates must meet the following minimum requirements to be considered for this position:

- Minimum of 21 years of age.
- Possess a minimum of 15 years of experience in military, law enforcement, government agency, and/or corporate security service.
- HR218 or LEOSA current is highly desired.
- Steady, verifiable employment history.
- Possess a valid driver's license issued in the state in which work is performed continuously through employment.
- Emergency, trauma or medical training comparable to TECC, PHTLS, EMT.
- Crisis intervention training.
- Current California BSIS guard card and firearms permit if required to carry a firearm.
- Possess a minimum of 5 years' surveillance operations training and experience in a field environment, working individually or as a team member.
- Superior communication skills either verbally or via current technology platforms.
- Ability to make rapid and effective decision-making during unusual events or emergencies.

PHYSICAL DEMANDS

- Constant: Sitting, standing, seeing short and long distance, listening, speaking.
- Periodic: Physical training, specialized training.
- Ability to climb stairs, walk inclines, declines and uneven walking paths.
- Ability to lift and/or move 50 pounds.
- Must have the ability to drive a mobile vehicle and get in/out expeditiously.
- Moving between office buildings and outdoor areas will occur the majority of the workday.

WORK ENVIRONMENT

- Work is typically performed as a team member, driving, walking, sitting, etc.
- Work may be performed in an office environment.
- Work may be performed outside in inclement weather.

BENEFITS

PFC Safeguards offers a comprehensive and competitive benefits package designed to support the well-being, growth and long-term success of our team members. Specialized in-service and advanced company training is available.