



Security Guard – Part Time / On Call

The **Scotiabank Convention Centre** in Niagara Falls (SCCN) currently has an opening in our Guest Services department for a part-time/on-call Security Guard. The ideal candidate for this position is someone who is passionate about their role within our organization and industry; professional by nature; committed to achieving success; and accountable for themselves.

Reports to: Guest Services Manager

Key Responsibilities:

- Provide a visual security presence to ensure visitors have a safe and pleasant experience while visiting the Convention Centre
- Be the first and possibly last friendly face that guests see when entering and exiting the building
- Patrol and maintain security of building, guests and employees in a composed manner
- While on patrol, monitor risks such as unlocked doors, blocked entrances and exits, mechanical issues, hazardous material and additional breaches of security
- Inform management of any and all incidents that may pose imminent or immediate danger or liability
- Maintain surveillance through on-site cameras
- Handle all aspects of detection and response to alarms and emergency situations
- Be familiar with and understand SCCN's Emergency Action Plan and evacuation procedures and carry out emergency procedures as necessary
- Understand and practice the detect, deter, and report methodology
- Sustain effective relationships with key stakeholders and visitors through courteous and respectful interactions
- Be aware of facility Health and Safety requirements and be able to deal with violations in a quick, effective and friendly manner
- Maintain professional code of ethics at all times
- Communicate in a truthful and receptive manner under all circumstances as well as provide information regarding the facility as requested by personnel
- Answer incoming calls from monitoring phone
- Handle all aspects of client load in, traffic control, shipping and receiving
- Be able to contact, direct and communicate with internal and outside emergency personnel
- Provide and maintain all needed documentation needed to perform duties
- Maintain highest level of confidentiality

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Key Responsibilities (Continued):

- Maintain accurate logs of all events during shift, and communication with staff
- Maintain organization of surveillance work area and all report filing systems
- Control crowds as required
- Maintain company policies, attend employee meetings and participate in upholding high standards of customer satisfaction with every action and interaction
- Other duties as assigned

Required Skills:

- Minimum 1 year experience in security (covering areas such as crowd control, dispatch, and surveillance)
- Must have valid Ontario security guard license
- First Aid/CPR
- Smart Serve Certified
- Previous experience in a customer oriented environment
- Possess skills to deal with challenges and communicate effectively at various social levels
- Ability to handle private information with a high amount of discretion
- Knowledge of surveillance techniques and use of CCTV systems
- Working knowledge of phonetic alphabet, 10 codes and emergency procedures
- Knowledge of or ability to learn security procedures and non-defensive communication in aggressive situations
- Stand for long periods of time, ability to work in a variety of elements
- Ability to write comprehensive reports and maintain routine logs
- Physically able to meet the demands of the job
- Flexibility to work a variety of shifts (evenings/weekends/days), and to respond to changes in business conditions by extending or reducing shift hours

HOW TO APPLY

Email your resume and cover letter to: careers@fallsconventions.com with the subject heading "Part-time / On-call Security Guard".

Scotiabank Convention Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all candidates for their interest and will directly contact those selected for an interview.