

Security Guard Supervisor

Permanent, Part-Time

With 300,000 square feet of convention space, a central location in the Fallsview Entertainment District, walking distance to 4,000 branded guest rooms and easy access to wine country, you can plan to be impressed by Scotiabank Convention Centre — Niagara’s largest meetings and events facility.

The **Scotiabank Convention Centre** in Niagara Falls (SCCN) is looking for a professional to join our team as a Security Guard Supervisor.

The Security team provides a visual security presence to ensure that visitors have a safe and pleasant experience while visiting the Scotiabank Convention Centre (SCCN). The Security Guard Supervisor will work with the Guest Services Manager to maintain the security and safety of people and property, perform surveillance through on-site cameras, handle all aspects of alarms and emergency responses and be the first and possibly last friendly face that guests see when entering and exiting the building. They will provide reliable and effective leadership to employees, guests and volunteers, assisting with scheduling and allocating responsibilities while on shift.

Key Responsibilities include but are not limited to:

- Patrolling and maintaining the security of building while creating and sustaining effective relationships with key stakeholders, guests and employees;
- Monitoring risks such as unlocked doors, blocked entrances and exits, mechanical issues, hazardous material and additional potential breaches of security;
- Maintaining a current working knowledge of the Ontario Private Security and Investigative Services Act, 2005, S.O. 2005, c. 34 along with SCCN Company Policies;
- Informing Management of all incidents that may pose imminent or immediate danger or liability;
- Maintaining surveillance through on-site cameras;
- Handling all aspects of detection and response to alarms and emergencies;

Key Responsibilities include but are not limited to *continued*:

- Understanding SCCN's Emergency Action Plan and evacuation procedures and carry out emergency procedures as necessary;
- Practicing the act of detect, deter and report;
- Ongoing awareness of facility Health and Safety requirements and be able to react to violations in a quick, effective and friendly manner;
- Maintaining order on static and mobile personnel;
- Directing breaks and or relief for other crowd management personnel at assigned posts;
- Reporting all incidents involving company/client personnel and property;
- Answering incoming calls from monitoring phone;
- Handling all aspects of Client load-ins, traffic control, shipping and receiving;
- Maintaining accurate logs of all events during shifts, and communicating them with staff;
- Training and development of new security staff (opening/closing duties, codes, security roles, surveillance, shipping/receiving, etc.);
- Developing and delivering staff pre-shifts on a daily basis;
- New policies/procedures/staff reminders are added to the board and reviewed at the beginning of each shift with security staff;
- Inventory control (managing lost and found items, security lock up and cage lock-up);
- Upholding high standards of customer satisfaction with every action and interaction.

Required Knowledge, Skills, Abilities and Other Attributes:

- Minimum of three years' of experience in security (covering areas such as crowd control, dispatch, and surveillance);
- Two years' of experience in a customer-oriented environment;
- Must possess and maintain a valid Ontario Security Guard License;
- First Aid/CPR;
- Ability to lead, direct and coach others to successful outcomes;

Required Knowledge, Skills, Abilities and Other Attributes *continued*:

- Possess skills to work with challenges and communicate effectively at various social levels;
- Ability to handle private and information with a high amount of discretion;
- Knowledge of surveillance techniques and the use of CCTV systems;
- Working knowledge of the phonetic alphabet, ten codes and emergency procedures, along with the ability to communicate with emergency personnel;
- Knowledge of or ability to learn security procedures and non-defensive communication in aggressive situations;
- Ability to write comprehensive reports and maintain routine logs;
- Physically able to meet the demands of the job;
- Smart Serve Certified;
- Flexibility to work a variety of shifts, (evenings/weekends/days/overnights), 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 "Security Guard Supervisor".

The deadline to apply is January 31, 2020. 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