

## Security Guard - Casual Security Guard

Rogers Centre Ottawa, Canada's Meeting Place, is a provincial crown corporation. Our culture is defined by a singular focus on realizing our Vision of "Inspired Team Delivering Exceptional Events" and by living our shared commitments whereby the full potential and ambitions of our colleagues and guests are achieved. The hallmarks of our culture are strong and responsible leaders, empowered colleagues and loyal guests.

We are looking to recruit a **CASUAL SECURITY GUARD** to join our security team. This position will be responsible for ensuring the safety and security of the building, our colleagues, and our guests.

### **DUTIES AND RESPONSIBILITIES INCLUDE (THIS IS NOT AN EXHAUSTIVE LIST):**

- Monitor and maintain the standard operating procedures of the Security Department while working to consistently improve policies and procedures.
- Act as floor security during events to effectively manage all crisis and crowd management situations
- Assisting during the move-in and move-out of all functions in the facility, ensuring efficiency and safety while promoting the highest quality of customer service.
- Responsible for generating of security incident reports and ensuring report generation is according to policies procedures.
- Use of security computer systems Including - Cure and WaveView
- Monitoring and executing daily security work orders and special requests
- Knowledge and distribution of hard key and access card systems
- Work to maintain the harmonious relationship between all Rogers Centre Ottawa departments. Liaise and communicate with operations
- During busy events by acting as the security point of contact in the absence of Leadership
- Demonstrate continuous effort to improve operations, streamline work processes, and work cooperatively and jointly provide quality seamless customer service.
- Perform work in accordance with the provisions of the Occupational Health and Safety Act, ADA and Regulations all other corporate/departmental policies and procedures.
- Perform other related duties as assigned by supervisor.

### **EDUCATION/EXPERIENCE:**

- Relevant two- or three-year Community College diploma and/or University degree is considered an asset
- Valid ministry license to act as a security guard
- Minimum two years of security experience in a hospitality environment
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulate
- Academic/experience requirements.

### **ADDITIONAL COMPETENCIES/SKILLS:**

- Knowledge of Criminal Code, Building & Fire Code, Health & Safety, and AODA
- Comprehensively use software including database, spreadsheet, word-processing, electronic mail, calendaring
- Rogers Centre Ottawa security computer systems
- A team-oriented mindset that focuses on leading from the ground and by example to other

### **DEMONSTRATED ABILITY TO:**

- Plan and execute according to operational demand
- Communicate effectively and concisely, both orally and in writing; including effective conflict de-escalation techniques
- Make appropriate, realistic, and timely decisions based on consideration of the facts and alternatives.
- Lead by example, demonstrating integrity, creativity and enthusiasm in achieving results.
- Excel in a fast-paced environment.
- Direct activities towards timely completion of assigned tasks
- Quickly shift priorities and adapt to changes to meet organizational and department requirements.
- Demonstrate excellent problem-solving skills, collaborative decision-making, and analytical skills.

### **EFFORT AND WORKING CONDITIONS:**

- Possible dangerous situations in dealing with crowd control or crisis situations.
- Considerable exposure to uncomfortable working conditions (i.e., heat, cold, outdoors, odors, closed working space, constant interruptions, monotony due to work repetition, shift work, fixed posts, patrols, etc.)
- Combination of standing, walking, sitting
- Casual Security Guard scheduled accordingly, which includes all time of day and night.
- The schedule consists of a combination of day shifts, evening shifts, overnights, and weekends.

Candidates must possess a valid Ontario Security Guard License, valid first aid / CPR certification, have AODA training, strong interpersonal skills, verbal and written communication skills, and effective decision making. Preference will be given to candidates who have completed a college or university Law and Security program and have a minimum of 2 years' experience in a similar service-oriented position. Bilingualism (English/French) would be considered an asset. The position requires flexibility in that candidates must be able to work a rotational schedule of days, evenings, overnights, weekends, and holidays as required.

This position is open to all qualified candidates and only those selected will be contacted for an interview.

Please submit your interest in writing and resume to Gary Robinson [grobinson@rogers-centre.ca](mailto:grobinson@rogers-centre.ca).