



## **Position: Security Officer**

### **Position Summary:**

Under the general direction of the Security Shift Manager, the Security Officer is responsible for protecting the Company assets while being a welcoming ambassador to the Casino. Security Officers will protect all guests and team members against theft, fraud, vandalism, and abuse while delivering the highest level of service and respect to patrons and colleagues. This position will perform several varying duties throughout their shift, including controlling access to the facility and sensitive areas, escorting visitors, assisting departments, lost, and found, and monitoring and recording within a daily log and assigned notebook. They may also be required to provide first aid and medical attention. Security Officers ensures adherence to the Company policies and procedures, motivates, and leads by example and supports Casino Victoria's learning environment while establishing a safe and welcoming work environment for all team members.

### **Key Accountabilities**

- Monitoring, documenting, and reporting internal and external violations, unsafe conditions, potential hazards, suspicious persons and activities; preparing written and electronic statements.
- Enforcing restricted access by unauthorized persons;
- Observing transactions, slot drops, chip fills and transferring items to Lost & Found;
- Performing identification checks to any guest who appears under 30;
- Referring disputes to the Security Supervisor;
- Conducting regular patrols of the interior and exterior of the property as assigned;
- Escorting guests and team members;
- Performing crowd control as directed;
- Attend to first aid incidents;
- Assisting Security Supervisor with enrolling guests in the Self-Exclusion program;
- Ensures compliance with licensing laws, health and safety and other statutory regulations
- Performs other duties as assigned or directed

### **Education and Qualification Requirements**

- High School diploma or equivalent required; post-secondary education an asset.
- Two (2) years of experience working with the public in a service role or in the service industry.
- Previous experience or training in security an asset.

### **Certifications:**

- First Aid/CPR and Responsible Beverage certifications are required.
- Ability to successfully obtain and maintain a Gaming Registration.

### **Skills and Abilities:**

- Excellent problem-solving and conflict resolution capabilities.
- Inquisitive, investigative mind, able to identify suspicious behaviors/transactions and make sound judgments based on this.
- A willingness to learn, develop, and achieve new skills for personal and professional development.
- Computer literacy in MS Office.
- Able to organize data with great accuracy.
- Knowledge of privacy legislation an asset.
- Self-motivator with the ability to inspire other team members to enhance the guest experience within the entertainment business.
- Ability to multi-task and prioritize.
- Ability to follow rules, regulations, policies, and procedures at all times.
- Must be able to work independently, without close direct supervision, and apply good judgment and discretion under pressure.
- Work Environment Considerations
- Fast paced with multiple priorities, deadlines and deliverables; exposure to some conflict, distress and noise;
- The role requires a flexible schedule that adapts to business needs, will have non-traditional work hours including evening or weekend shifts.