

Security Guard Job Description

JOB TITLE: Security Guard
STATUS: Hourly
DEPARTMENT: Security
LOCATION: Rocky View County, Alberta, Canada
REPORTS TO: Security Manager, Assistant Security Manager, Security Supervisor

SUMMARY:

To protect the assets of the casino, as directed. To protect casino customers and staff members, and respond promptly to requests for security assistance. To consistently and diplomatically maintain good public relations with casino customers and staff members. To perform duties in compliance with local, provincial, and federal laws and the Alberta Gaming and Liquor Act. To comply with, maintain and inform customers and staff members of safety and security policies and procedures.

Candidate must possess strong:

- Organizational and time management skills
- Analytical ability and critical thinking
- Ability to organize and communicate thoughts
- Ability to carry out responsibilities with limited supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor or the Safety Committee of unsafe conditions, as directed.
2. Ensures the security of the century casino facilities, employees, volunteers and guests.
3. Execute assigned duties in a positive and professional manner in accordance to casino and security policies and procedures.
4. Ensure that all monies and chips are safeguarded in accordance to the policy.
5. Remain at assigned security post until relieved or otherwise directed by a supervisor.
6. Provides prompt, courteous, and friendly service to guests and staff members.
7. Develops and maintains effective working relationships and good customer service skills with all customer and staff members.
8. Complete written reports on all incidents and irregularities in accordance with casino terms and conditions, operating guidelines, and security policies and procedures.
9. Investigates incidents by asking questions, takes and analyzes statements, secures and reports evidence, as directed and, makes an accurate record of all investigations.
10. Escorts the transfer of money/assets throughout the casino on a frequent basis during a shift and, when required, assists by lifting or carrying money/assets to designated locations. Monitors transfers and reports any concerns to supervisor.
11. Communicates with staff members through two-way radio communications, and ensures for prompt responses for security or emergency assistance.
12. Responds to and controls emergency situations immediately and acts to minimize risk to casino customer and staff members.
13. Liaises with and provides assistance to Alberta Gaming and Liquor Commission (AGLC) inspectors and investigators as required.

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14. Conducts preventative patrols and enforces century casino policies and procedures.
15. Maintains alertness for the performance of all responsibilities, and prior to taking action, exercises caution and evaluates circumstances for appropriate security or safety response. Seeks supervision and guidance from the Supervisor or Manager, as needed or directed.
16. All other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Demonstrated experience providing and enforcing security services. Demonstrated effective and diplomatic customer service and communication skills, which includes contacts with employees, customers, and experience handling difficult customer relations. Demonstrates experience in crowd control.

EDUCATION and/or EXPERIENCE

Graduation from High School or equivalent. One (1) or more years of recent and related experience in security enforcement is desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid and current Alberta Gaming and Liquor Commission Registered Gaming License. Must maintain current Deal us In Phase 1, Deal Us In Phase 2, ProTect, AML (Anti-Money Laundering Legislation), FINTRAC (Financial Tracking Legislation), ProServe certifications, and First aid (Level C with AED). Must be eighteen (18) years of age or older.

LANGUAGE SKILLS

Demonstrated effective and diplomatic oral and written communication skills using English.

MATHEMATICAL SKILLS

Basic Math skills are required

REASONING ABILITY

Takes actions, makes recommendations, beyond the scope of essential duties, which may positively or negatively impact other departments.

OTHER SKILLS AND ABILITIES

Knowledge of Century Casino, FINTRAC, AML and AGLC's policies and procedures and how they pertain to security. Must have and maintain professional radio communication when communicating over the radio. Knowledge of a phonetic alphabet beneficial.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Essential duties involve performing physical exertion, frequent brisk walking, climbing stairs, stooping, bending, stretching, reaching, pushing (including stalled cars) and standing for an entire work shift with standard breaks. Essential duties require lifting up to 50 pounds, working any day of the week and any shift of the day. May be subject to exposure to body fluids from guests who may have been injured or requiring First Aid.

WORK ENVIRONMENT

Essential duties involve working with large numbers of people in an inside and outside environment, which is subject to extreme temperature changes and adverse weather conditions including: wind, rain, snow, cold, heat, and frequently loud or high noise levels.

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MATERIALS AND EQUIPMENT DIRECTLY USED

Various security related equipment, including digital cameras, portable two way radios, emergency first aid equipment, fire control panel and surveillance equipment. General office equipment is also used, including computers, fax machines, photocopiers, staplers and tape