



# Job Description

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## SECURITY

<b>Department:</b>	<b>ROOMS DIVISION</b>	<b>FLSA Status:</b>	<b>HOURLY NON-EXEMPT</b>
<b>Reports To:</b>	<b>CHIEF ENGINEER</b>	<b>Effective Date:</b>	<b>January 2018</b>

### Job Title: SECURITY

#### SUMMARY

This position's primary responsibility of a Security Officer is to provide safety and protection of guests, team members and Hotel property.

#### ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Anticipate potential problems and seeks ways to prevent disruption, injuries, and prohibit inappropriate conduct from occurring on company premises.
  - Duties to include, escorting guests and team members to their cars as requested, crowd control, securing the Hotel, diffusing issues and managing situations with a customer service focus.
  - Responds to emergency situations as requested and takes appropriate steps to rectify problems and at the same time minimize Hotel liability.
  - Greets and welcomes guests in a friendly and courteous manner.
  - Listens and responds to guest inquiries using a positive, clear speaking voice.
  - Remains calm and attentive, especially during heavy Hotel activity and emergencies
  - Maintains constant awareness of all activities in and outside lobby area of Hotel, directs guests to area or location requested.
  - Acts as the eyes for the Hotel alerting management (and emergency services when necessary) of issues in and around Hotel.
  - Attends all mandatory meetings.
  - All other duties as assigned by management.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
- Performs and completes assigned delivery, maintenance and custodial duties during shift.
- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
- At all times projects a favorable image of Northwest x Southern Hospitality and the Hotel to the public.
- Assures the cleanliness and orderly condition of the facilities by conducting daily inspections.
- Maintains safe working conditions within department and Hotel.

## **HOURS AND ATTENDANCE**

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

## **MARGINAL OR SUPPORTIVE FUNCTIONS**

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Performs and completes transportation of guest to and from the airport during shift. Van driver must possess a valid driver's license and an excellent driving record must be maintained at all time. Van drivers are subject to motor vehicle record checks at any time. Must Maintain an accurate motor vehicle requirements.

## **PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT**

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Demonstrate the ability to investigate incidents, interview witnesses and draft legible, factual reports.
- Must be able to communicate effectively in a positive/upbeat fashion utilizing English; both orally and written. Multi-lingual a plus.
- Must exhibit positive interpersonal skills with focused attention to guest needs.
- Must be able to frequently move freely about the hotel, maintain manual dexterity to access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures including safety procedures and local, state and federal laws and regulations.
- While performing the duties of this job, the team member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The team member must occasionally lift or move office products and supplies, up to 50 pounds.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.

## **KNOWLEDGE AND CRITICAL SKILLS**

The individual holding this position must possess the following knowledge, skills and abilities:

- Prior experience in civilian or military law enforcement, Hotel security, or industrial security a plus.
- Knowledge of general first aid and CPR and familiarity with federal, state and local laws pertaining to law enforcement.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- Must possess a valid driver's license and an excellent driving record must be maintained at all

time. Van drivers are subject to motor vehicle record checks at any time.

- Ability to listen effectively and to speak English clearly to communicate with customers and team members and prepare written complex reports.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Ability to analyze information and make effective judgments.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

***This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.***

***I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:***

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***TEAM MEMBER SIGNATURE***

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***DATE***