



JOB DESCRIPTION

JOB TITLE: Security Officer

SUMMARY: Security Officer is responsible for the safety and security of employees, patrons and premises. Enforces rules and regulations as they pertain to the employees and guests in the Gaming, Service, Lounge and parking areas. Acts as a first point of contact for guests at the front entrance of building, controls access, assists Service Staff in the resolution of problems and assists patrons as required.

RESPONSIBILITIES:

- Responsible for the protection of patrons, employees and company property.
- Greets each customer as they arrive in an enthusiastic and friendly manner.
- Maintains a professional appearance and polite demeanor at all times.
- Works as part of the service team to ensure a quality experience by all Chances patrons.
- Controls and delegates keys, radios and slot cards.
- Prepares paperwork for lost and found items, files occurrence reports and provides input to the Floor Manager's daily log.
- Patrols parking area and restricts access of unauthorized persons.
- Maintains video surveillance of premises, checks IDs and ensures adherence to the Self-Exclusion List.
- Liaises with Law Enforcement personnel as required.
- Acts as an escort during cash drops, transfer of cash, opening of slot machines, cash lock-up and for prize payouts when required.
- Secures premises for nightly cassette exchange and closure.
- Acts as first-aid attendant as required.
- Enforces BCLC rules and regulations.
- Conducts themselves in a manner beyond personal reproach at all times.

SKILLS & EXPERIENCE REQUIRED:

- Occupational first aid
- Excellent interpersonal, verbal and written communication skills
- Knowledge of data processing
- Must be bondable.
- Ability to work in a demanding physical environment and remain alert and observant.
- GSO training
- Serving It Right

DESIRED SKILLS:

- Previous experience in law enforcement field.
- Exposure to self-defence techniques.
- Training in stress management or critical intervention an asset.