



**Title:** Security Staff

**Status:** Support Staff

**Pay Range:** \$16.80 - \$18.55 hourly

**Wage Last Amended:** June 2018

**Reports to:** Front of House Manager

**Department:** Pub

**Full/Part Time:** Part-time

**Job Description Last Amended:** June 2017

## SUMMARY

The Security Staff is responsible for maintaining a safe and secure atmosphere for customers and staff of Habitat Pub. You maintain a professional and cordial demeanor when asking customers for identification and interacting with customers in the establishment. You diffuse tense situations and write incident reports. You also do the same for external events as needed. You are a team player who helps other staff, especially during busy times.

## JOB DUTIES

### Customer Service

- Maintain professional and cordial demeanor
- Respond to any customer safety concerns
- Monitor customer intoxication level
- Thank customers for their patronage at Habitat Pub

### Security Service

- Greet and welcome customers to the pub
- Check two pieces of identification for all entering customers who appear under 30 years of age
- Perform bag checks when needed
- Monitor pub capacity during busy times to ensure over-capacity is not reached
- Inform customers they will need to have their identification ready for the service staff
- Ensure pub is a safe environment for all users
- Use dialogue as the first strategy in resolving conflict
- Monitor customer intoxication levels through engaging them in small talk
- Assist service staff in cutting customers off from alcohol as needed
- Diffuse any potential high-risk situations involving angry or upset patrons
- Escort customers off premises who have been asked to leave, or are causing too much

disruption

- Move about pub, including bathrooms, to analyze for inappropriate behaviour or potential issues
- Write up incident reports after each incident that occurs whilst on duty
- Inform management of any major difficulties with customers or staff

### **Operational Duties**

- Understand and follow all policies and procedures

### **Other Related Duties**

- Support Student Executives and staff members for their respective initiatives
- Assist in training employees
- Assist other staff with duties, especially when busy
- Other related duties as required

### **BCITSA Agent**

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

### **Supplementary Information**

- Requires some evening and weekend shifts
- Required to deal with inebriated and sometimes violent customers
- Must be able to lift up to 11kg (25lbs), bend, crouch, climb, stand and carry

## **REQUIREMENTS**

### **Requirements**

- Communication skills
- Team player
- Multitasking skill
- Customer service skills
- Emotional control
- High School Diploma or equivalent
- Basic Security Training level 2
- One year of experience in a similar position
- Ability to work under pressure