POSITION DESCRIPTION

Position Title: Security
Department: Den & Black Lounge Restaurant

SUMMARY

The Security role reports directly to and works in collaboration with the Assistant Managers and is primarily responsible to ensure that the Den & Black Lounge restaurant is a secure and safe environment for all patrons.

The position works within prescribed operating standards and procedures and under the direction of the management team. Decisions are guided by adherence to operational standards, as well as health, safety and security procedures.

KEY RESPONSIBILITIES

- Administer legal compliance by confirming that government issued identification meets the provincial requirements for alcohol consumption.
- Maintain an accurate capacity count of patrons entering and leaving the restaurant.
- Respond appropriately and professionally to and satisfactorily resolve customer and/or security issues.
- Monitor crowd control including diffusing any unruly disturbances and/or behavior.
- Safely remove patrons from the premise including; underage patrons, patrons behaving in a disorderly or inappropriate manner and/or patrons who are intoxicated.
- Work collaboratively with UofC Campus Security. Seek support and/or medical assistance when required.
- Ensure completion of detailed reports related to Emergency Medical Services (EMS) or security incidents.
- Provide information and/or direction to staff towards increasing knowledge in the areas of alcohol awareness and server intervention.
- Support the serving staff, as required, by running food and/or moving/lifting cases or kegs of alcohol.
WORKING CONDITIONS

• Busy, dynamic restaurant and bar environment subject to loud music.
• Physical work environment that may include: high level of public interaction and exposure to unruly or intoxicated patrons.
• Physical ability to perform heavy lifting as required (10 to 50 lbs.).

JOB REQUIREMENTS

Minimum job requirements include a high school diploma or equivalent, along with 1 -2 years of security and/or doorman bar experience gained within a high volume, food and beverage service environment.

• Valid CPR and first aid certification. Self-defense courses/certification would be considered an asset.
• Valid ProServe and ProTect certification.
• Strong communication and customer service skills.
• Ability to perform for an extended period at a high pace.
• Ability to work under pressure and deal with stressful situations during busy periods.
• Scheduling flexibility, including the ability to work late nights, early mornings and weekends.