

# Security Officer



## GREAT PEOPLE

- |   |   |
|---|---|
| <b>PROVIDE<br/>REMARKABLE<br/>SERVICE</b> | <b>EARN<br/>TRUST<br/>&amp; LOYALTY</b> |
| • WHAT WE DO, WE DO WELL                  | • OWN IT, TAKE ACTION, FIND THE FIX     |
| • COMMITMENT IS EVERYTHING                | • DO THE RIGHT THING                    |
| • PAY ATTENTION TO DETAIL                 | • SHOW RESPECT AND CONSIDERATION        |
| • LISTEN & CONTINUE TO LEARN              | • WE ARE RESPONSIVE                     |
| <b>WORK AS<br/>ONE TEAM</b>               | <b>IMPROVE<br/>OUR<br/>COMMUNITIES</b>  |
| • EVERYONE'S JOB MATTERS                  | • PAY IT FORWARD                        |
| • WORK SMART, WORK EFFICIENTLY            | • GET INVOLVED                          |
| • CELEBRATE ACHIEVEMENT                   | • MAKE A DIFFERENCE                     |
| • SUPPORT AND HELP EACH OTHER             |   |



## our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

## Overview of the Job

### What's involved in a Security Officer's job?

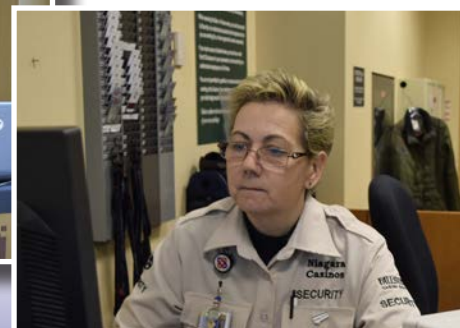
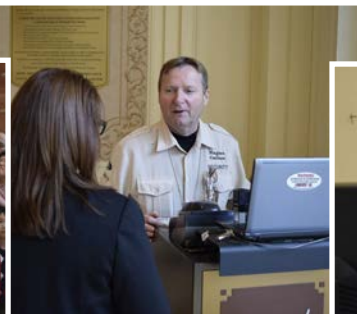
Our security officers interact directly with our guests. An outgoing, friendly personality with the ability to deliver exceptional customer service is essential, while also performing the more traditional security functions.

Gaming in Ontario is a highly regulated industry subject to stringent rules and regulations. Corporate sanctions and fines for violating these regulations are steep. As a security officer, you play an integral role in the safety and security of our associates, guests, buildings, and company assets, and ensuring that we are 100% compliant with all regulatory bodies. You are responsible for controlling access to the gaming floor and prohibiting entry to persons under the age of 19, those showing signs of intoxication or are trespassed from the properties. You are to conduct bag checks to screen for prohibited items entering the casinos. You are to perform crowd control duties and are responsible for executing various emergency procedures including fire alarm, bomb threat, and workplace violence response. Sound judgement and quick thinking are critical during these difficult situations. You are also first responders to medical situations and assist with administering first-aid, CPR and the AED when necessary.

Some security officers are given specialized assignments that require additional training (e.g. security shift investigator). An investigator responds to various incidents, collects information, documents evidences, obtains witness statements and prepares detailed reports. Your ability to take accurate notes, conduct effective interviews and ask the right questions is critical.

A pre-shift meeting is conducted at the beginning of the shift. This is where you get your assigned sections and tasks for the day, and updates on current events, promotions, departmental announcements, policy changes and any other relevant information.

This position requires the successful candidate to possess a private security guard licence under the Private Security and Investigative Services Act, details can be obtained from their website at [www.mcscs.jus.gov.on.ca](http://www.mcscs.jus.gov.on.ca). In addition the successful candidate must be able to obtain a gaming license from the AGCO, for details please visit their website at [www.agco.on.ca](http://www.agco.on.ca)



# The Security Department

The security department is a large division in Niagara Casinos. The organizational structure of the department includes a director, managers, shift manager and supervisors at each location. Security officers report to supervisors.

## The Security Team

The security team works in both properties. The ability to work independently with minimal supervision is essential in this position. It is expected that you continuously patrol, respond to customer needs, and monitor your assigned area for safety, security and cleanliness.

According to our security officers, the amount of supervision you can expect is...

"Minimal, however they are always nearby if you need them"

Your supervisor or shift manager will periodically check in with you to determine if there are any questions or concerns. Help is available at any time you require assistance.

## Locations and Shift Length

### Where are some of the locations I will work? What is the length of my shifts?

Security officers work at a variety of locations at Fallsview Casino Resort, and/or Casino Niagara, and periodically respond to incidents or service calls at the company's off-site warehouses, administrative buildings, or parking lots.

Full time security officers typically work on the day shift, the afternoon shift, or the midnight shift. Some full time security officers rotate on three shifts on a monthly basis. Part time and temporary contract security officers work variable shift lengths and are scheduled to backfill for vacations or other leaves of absences, sick calls, special events, and peak patron volume days. Part time schedules are typically posted 1 to 2 weeks in advance. Shifts may vary from week to week in accordance with operational needs. Niagara Casinos operate 24 hours per day, year-round, and security officer coverage is provided at all times. You must be available to work any shift and any day as required. You will be scheduled for eight-hour shifts that include 2-30 minute breaks. Start and end times will vary throughout the day.

It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you will be required to work. The requirement to work holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

### What type of training will I receive as a new security officer?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

#### • New Hire Orientation:

A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.

#### • Department Orientation:

This will commence within a few days after your New Hire Orientation. During this training, you will receive detailed information about security's policies and procedures, performance standards, conduct expectations, job duties and a tour of the property where you will be working. Specific areas to be covered will include: emergency procedures, powers of arrest, identification and fraudulent document training, and various gaming related security procedures. Training may also include First Aid, CPR, and AED certification and Smart Serve training (if required).

#### • Job Shadowing:

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another security officer and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts.

#### • Final Assessment:

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

# Quotes From Our Security Officers

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

## What Can I Expect on a Daily Basis?

"Work with outside agencies, Niagara Regional Police, OPP, EMS, and Responsible Gaming"

"Trespass violators and assist in self exclusions; check ID of those who appear to be 25 years of age and younger to be sure they are of age to enter the casino"

"Carry 10-37 lbs. of weight often during shift; provide escort for fund transfers and fills"

"Attend medical calls and perform first aid, up to and including CPR and AED"

"Record information in my book on a daily basis, activities, incidents, tasks"

## The APPEALING Aspects of the Job

"Meeting new people from other countries and learning their cultures"

"It is very rewarding after a stressful situation ends successfully, such as a medical call"

"The people we work with"

"Good wages and benefits; opportunity for continued training"

"The ability to work at different positions such as dispatch, podium and investigator\*\*"

*\*\*these positions require additional training and may not be available to all officers*

## The UNAPPEALING Aspects of the Job

"A lot of standing and at times the daily activities can be routine"

"Refusing customers' alcohol service once they show signs of intoxication - it can be confrontational from time to time"

"Sometimes there is mental fatigue trying to stay motivated during down times"

"Having cameras watch your every move"

## Do you have what it takes to be a Security Officer?

### Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

### Can I...

- Stay calm and professional with a customer under any circumstance?
- Adhere to rules, policies and regulations without question?
- Handle the physical side of the job such as lifting or standing for long periods of time?
- Pay close attention to detail?
- Present good hygiene and outer appearance?
- Record information accurately and legibly?
- Respect confidentiality?
- Keep smiling even when someone is impolite?

### Will I...

- Smile, be friendly, helpful and provide excellent service at all times?
- Exercise good judgement and make sound decisions quickly?
- Communicate effectively with the rest of my team?
- Handle routine tasks with alertness and awareness?
- Have positive interaction with people of all ages, people with language barriers, or superstitions?
- Work weekends, holidays, and rotating shifts with different days off for many years?

### Am I...

- Outgoing with a pleasant personality and approachable to customers?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?
- Able to calm situations?
- Open to new training opportunities for various job duties within the department?

