

Toyota Sports Performance Center – Security Officer
\$17.00-\$19.50 per hour

The Toyota Sports Performance Center (TSPC) is the official training center for the Los Angeles Kings NHL team and the Ontario Reign AHL team. The TSPC's three sheets of ice are also home to youth/adult hockey leagues, figure skaters, private ice events and open skating sessions. The facility is open to the public approximately twenty hours per day, seven days per week.

JOB DESCRIPTION:

The TSPC Security Officer is responsible for overseeing the safety and security of the Toyota Sports Performance Center, its patrons, employees, and assets. In addition to the specific job duties described below, the incumbent in this position is expected to represent the security department in an exemplary manner; maintain good business relations with all the employees and managers in other departments; participate in all departmental and company-wide meetings; and maintain patron, employee, and company confidentiality.

ESSENTIAL FUNCTIONS:

- Maintain the security of the interior and exterior of the building by conducting patrols of the premises on a regular basis, respond to all security needs and calls for services, work with security team members and local law enforcement as necessary.
- Provide customer service to all guests and employees while monitoring crowd flow and point-of-sale transactions that may occur in and around the facility, work closely with operations staff to effectively meet visitors and programming needs while maintaining safety and security measures.
- Immediately respond to fire control center to locate, acknowledge and silence alarm. Check signal area, report and reset alarm. Enact fire safety/evacuations, when necessary (per the Emergency Response Plan), and respond to all safety and security calls in a professional and timely manner
- Conduct regular inspections of all floors and exhibits, rotate posts as assigned, write reports, report any malfunctions, misconduct or operational and safety issues, interview victims and witnesses, and write incident reports as necessary.
- Adhere to policies and procedures to maintain security within the venue, loading dock, and perimeters.
- Understand relevant laws and penal codes pertaining to safety and security (i.e. loitering and skateboarding ordinances).
- Effectively perform in a crisis, and work under pressure without the loss of composure.
- Utilize sound judgement, and exhibit maturity in decision-making.
- Memorize, recollect, and quickly retrieve relevant information.
- Interact effectively and calmly with angry or emotional patrons and employees during chaotic situations.
- Perform other duties assigned by management.

QUALIFICATION STANDARDS:

Education:

- High School Diploma or its equivalency

Experience:

- Customer service or related experience.
- Communicate effectively in English.
- Pass a pre-employment background check, employment verification, and post-offer drug screening test.
- Must have a valid California Guard Card, or Proprietary Security Officer (PSO) Card OR be willing and able to obtain one prior to employment.
- Effectively perform in crises and work under pressure without the loss of composure.
- Have sound judgement and exhibit maturity in decision-making.
- Ability to memorize, recollect, and quickly retrieve relevant information.
- Skilled at interacting effectively and calmly with angry or emotional patrons and employees during intensely aggravated circumstances.

This is a uniformed position. All uniforms and equipment are provided by the TSPC. TSPC Security Officers may be assigned to any schedule to meet the needs of the organization. Starting pay for part-time officers is \$17.00-\$19.50 per hour. The availability to work weekends, evening and graveyard shifts is **ESSENTIAL**.