

## JOB OPPORTUNITY

2019 - 08

**Title:** Assistant Security & Life Safety Manager  
**Location:** TD Square/Calgary Eaton Centre ("The CORE"), Calgary AB  
**Reporting To:** Security and Life Safety Manager

### Position Summary

Under the direction of the Security and Life Safety Manager, this role is the Second in Command of the security department and oversees all departmental administration. The Assistant Security Manager is charged with the direct oversight and mentoring of all subordinate supervisory staff as well as indirect management of security guards.

The CORE Portfolio includes a mix of Office, Retail and Parking facilities comprised of four (4) office towers totaling 1.455 million square feet, four (4) retail areas totaling 608 thousand square feet and three parking garages totaling 800+ stalls.

### Duties and Responsibilities

The **Primary Responsibilities** of the Assistant Security & Life Safety Manager include:

- Oversee day to day security & life safety operations within the complex.
  - Through subordinate supervisors, ensure the appropriate allocation and dispersal of guard resources.
  - Field requests from tower and retail tenants, ensuring their needs are met in a timely and professional manner, escalating matters to the Security and Life Safety Manager, as required.
  - Ensure Property Management is kept apprised of all tenant issues/concerns within their portfolio.
  - Conduct regular 'spot checks,' on all pass-on processes, to ensure the effective transmission of accurate and relevant information.
- Oversee all departmental administration.
  - Ensures the Control Centre operations are maintained at the standard originally conceived with all file storage professionally signed and contents maintained with current documentation.
  - Review all incoming invoices for accuracy and approve, if within authority level.
  - Review and approve all purchase orders.
  - In concert with the Security and Life Safety Manager, maintain reporting on budget variances and forecasting.
  - Conduct random audits of all administrative processes, documentation, etc.
  - Maintain all staff personnel files.
- In concert with the Security and Life Safety Manager, monitor overall conduct and performance of all subordinate supervisors.
  - Ensure all supervisors are adequately governing their shifts, maintaining a high standard of dress, deportment, and discipline
  - Provide guidance / clarification on site policy.
  - Provide ongoing mentorship with regards to leadership.
  - Conduct, at a minimum, monthly meetings with each supervisor. In the event of a probationary supervisor, these meetings shall be a formal, documented process of review.
  - Assign/redistribute secondary duties, as operational needs dictate.
  - Review and approve supervisor generated lesson plans.
  - In concert with the Systems Technician, ensure supervisors maintain familiarity with technical systems.
- In concert with Security and Life Safety Manager, maintain the departmental schedule.
  - Ensure all staff scheduling is concurrent with Alberta Labour Law and corporate policy.
  - Review and approved vacation requests.
  - Field book-offs, and ensure adequate coverage on site.
  - Generate and submit payroll.
- Ensure all departmental training requirements are met.
  - Ensure compliance with all corporate mandated training requirements for both in house and 3<sup>rd</sup> party staff.
  - Maintain awareness of training expiries and notify staff members well in advance.
  - Liaise with other internal and external departments to schedule training sessions with 3<sup>rd</sup> party vendors.
  - Maintain staff training database.
- Liaise with all service providers.
  - Maintain open lines of communication regarding service delivery and ongoing training opportunities.
  - Where not in place, establish key performance indicators to ensure timely and effective service delivery.
  - For guard service provider, conduct, at a minimum, weekly meetings with account manager.
  - Working with the Systems Technician, ensure all major projects are well organized and closely managed, so as to minimize any tenant impacts.

- Oversee incident reporting process and software.
  - Review and approve all reports, ensuring completeness and accuracy.
  - On a monthly basis, audit software for open incident reports, and action accordingly.
  - On a monthly basis, analyze incident statistics against prior month(s) and year(s). Forecast 'peak' seasons and recommend interventions.
  - Where required, generate detailed documentation for insurance provider.
- Review all departmental processes for efficiency and best practices.
  - Audit all departmental policies / SOP's, annually, to ensure concurrence with best practices.
- Liaise with other departments to foster a philosophy of cooperation and mutual support.
  - Generate guard service requests in support of tenant or landlord driven undertakings.
  - Facilitate in the approval/processing of short notice and/or emergent work permit requests.
- Chair Site OH&S Committee.
  - Champion high standard of OH&S adherence and reporting within the department.
  - Ensure all departments are compliant with OH&S training / reporting requirements.
  - Review all audits for completeness, accuracy, and adherence to best practices.
  - Maintain regular communication with corporate OH&S representatives to ensure best practices.
- Where required, act on behalf of Security and Life Safety Manager.
  - In concert with the Security and Life Safety Manager, partake in the department's 'on call' list for afterhours incidents.
- Other duties as may be required

#### Minimum Requirements:

- Post-secondary degree in a related discipline (e.g. Security, Risk Management, Adult Leadership, etc.) or equivalent experience.
- Minimum 7 years of experience in a relevant (preferably commercial high-rise and retail mall) setting, in positions of increasing responsibility.
- Must be in possession of and maintain Private Security License under the Alberta Security Services and Investigative Services Act
- Working knowledge of MS Office applications
- Working knowledge of security systems (access control, CCTV, fire protection, incident reporting)
- Experience with both in-house and contract guard management.
- Working knowledge of operating and capital budget planning.

#### Core Competencies and Skills:

- Highly developed organizational and time management skills
- Excellent communication skills (both verbal and written)
- Strong customer service orientation
- Demonstrated relationship building skills
- Self-motivated and diplomatic with experience in effective time management
- Working knowledge of all applicable legislations, inclusive of, but not limited to:
  - Occupational Health & Safety Act,
  - Security Services and Investigators Act (Alberta)
  - Criminal Code of Canada
  - Alberta Fire Code
  - Trespass to Premises Act
- Working knowledge of Life Safety Protocols and Emergency Response Procedures in a vertical structure; including, but not limited to, emergency evacuation.
- Prior experience in a supervisory role
- Working knowledge of adult learning principles

#### Additional Requirements:

- Must be able to provide clear criminal record check

**If you, or anyone that you know of, may be interested in applying for this position, please forward your letter and resume, not later than February 22<sup>nd</sup>, 2019, to:**

**Clint Godsoe  
Cushman & Wakefield Asset Services ULC  
Dome Tower  
333 – 7<sup>th</sup> Avenue, S. W., Suite 900  
Calgary AB T2P 2Z1**

**Fax: (403) 441-4902  
Email: [clint.godsoe@cushwake.com](mailto:clint.godsoe@cushwake.com)**