

**Position Title:** Security Supervisor

**Department:** Event Staff

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We're looking for a Security Supervisor who is a dedicated, team-oriented member who thrives in a fast-paced, high-energy environment. Who is committed to providing exceptional customer service to all our guests.

**Primary Functions:**

This position ensures that all staff is provided with uniforms and the necessary equipment needed to fulfill their duties. This position also maintains appropriate staffing levels during events.

**Position Summary**

- This position ensures that all guests, other employees, and general public are acknowledged and provided with exceptional customer service during a variety of events
- Providing leadership and direction for all Security staff
- Ensure that security staff level and placement are adequate for specific events
- Monitor staff arrival and clock in
- Ensure employee are ready to perform required duties (uniforms, vest, radio) and any job specific equipment
- Ensure security staff are briefed and that copy of briefing notes are available
- Coordinate with Duty Manager/ Event Manager to ensure security staff is in place and ready for event opening
- Observe employees during the performance of their duties to ensure they follow Tradex policies, procedures and safety guidelines and make corrections as required.
- Ensure ongoing training of all security personnel
- Ensure employees get required breaks
- Provide relief if required.

**Specific Duties & Responsibilities**

The responsibilities of the Security Supervisor include the following:

- Providing leadership and direction
- Ensure ongoing training of security staff
- Ensure general security of building and outside facilities
- Review event briefing notes with Duty Manager/Event Manager
- Complete daily shift logs in a clean & concise report & leave with Event or Duty Manager at end of each shift.
- Welcome and direct guests in a friendly, professional and courteous manner
- Ensure a safe and orderly flow of pedestrian traffic in and out of Tradex

- Monitor areas for safety
- Provide and maintain a safe and enjoyable environment for guests and employees
- Respond to guest inquiries
- Provide directions in Abbotsford and surrounding areas
- Assist with event evacuation should building evacuation be necessary
- Follow Tradex policies, procedures and safety guidelines
- Perform other job-related duties as required.

### **Desired Skills**

- Outstanding service skills and a desire to help others... 'what's best for the rest'
- Excellent interpersonal-skills and a positive, can-do attitude
- Ability to meet tight deadlines and juggle numerous tasks
- Ability to make sound decisions and anticipate needs and appropriate timing for communication needs
- Self-motivated with consistently good energy

### **Experience & Qualifications**

- Must have current BCST license
- Strong customer service skills with previous experience dealing with the public
- Ability to work independently while supervising others
- Ability to be a leader and able to guide and teach job specifics
- Organizational and decision making Skills
- Ability to be a supportive Team member
- Exhibit a friendly and courteous style with strong communication skills
- Ability to be assertive when dealing with difficult situations and large crowds
- Fluent in English
- Driver's License an Asset to operate equipment and machinery
- OFA Level 1 preferred, or willing to attain

### **Physical Requirements**

- Mentally and physically able to deal with assigned tasks including exposure to seasonal heat and cold in an outdoor environment, extended periods of standing and at times extensive walking from one location to another on a variety of surfaces
- Ability and willingness to work evenings, graveyards as well as weekends and holidays as required.
- Ability to lift 18 kg

The event industry is an exciting, fast paced environment, and every event is unique. If you enjoy working with people, are able to provide exceptional customer service, prefer shift work and working in a team environment, TRADEX is the workplace for you!

### **How to Apply:**

All applications and resumes can be submitted to [working@fvtradex.com](mailto:working@fvtradex.com)

**Salary: \$TBD /hour**

