

Career Opportunity

The Calgary TELUS Convention Centre hosts conventions, tradeshow and meetings for national, international and local groups. We are currently looking to fill a full time position of **Security Services Agent**.

The mandate of Security Services is to deliver professional and results-oriented security services to the Calgary TELUS Convention Centre business units, visitors and clients, including, but not limited to, life safety, and emergency response.

Reporting to the Manager, Security Services, the Security Services Agent is responsible for maintaining the security and safety of people and property within and surrounding the Calgary TELUS Convention Centre, including +15 connections, and for providing ancillary business and customer services to other staff members, clients and the public

Duties and Responsibilities

- Perform security operations for the property, with guidance from the Manager, Security Services, while functioning ethically, efficiently, effectively and with utmost professionalism;
- Monitor, investigate, patrol and protect persons and/or property for the purpose of deterring or detecting loss for another person, property or premises of another person or organization under care and control of the Centre;
- Investigate loss of or damage to property or premises of another person or organization under the care and control of the Centre;
- While operating within legal authority, conduct searches of person(s), personal property or premises for the purpose of protection or loss prevention;
- Detain, control, discipline or warn anyone who is unlawfully accessing or on another's property or premises while under the care and control of the Centre;
- Guard or provide security for the purpose of personal protection while under the care and control of the Centre;
- Act and behave within compliance with legislation governing security and investigative services as defined in the Security Services and Investigators Act, the Security Services and Investigators Regulations and the Security Services and Investigators Act Ministerial Regulations; including but not limited to maintaining license status, training qualifications, authorized equipment, reporting requirements, complaint processes and Code of Conduct.
- Demonstrate an understanding of customer requirements and provide quality service in accordance with company and industry standards;
- Complete assigned duties in accordance with internal policies and procedures;
- Facilitate response to emergency operations, including acting as Incident Commander, and establishing relations with external agencies which may include, but not limited to, local law enforcement and municipal agencies;
- Maintain access control by managing access control systems, including but not limited to issuing, modifying, and retrieving access control cards and keys;
- Coordinate and complete event related Security Services requests and work orders as required;
- Facilitate and coordinate third-party contracted security services, medical services and pay duty officer requirements as required;
- Monitor alarms systems, access control, and surveillance systems in accordance with Centre policies and procedures;
- Complete and maintain records, logs, reports, inventories and other documentation in compliance with regulatory authorities and Centre policies and procedures;

- Complete and maintain Security Services records and inventories in compliance with the Centre's policies and procedures;
- Acquire and maintain adequate certification or training as required;

- Adhere to Centre safety and performance standards;
- Liaise with clients, contractors, service providers, employees and other stakeholders;
- Attend meetings as required;
- Undertake other duties and projects as required.

Experience and Assets

- Must possess and maintain a valid Government of Alberta Security Services license with no restrictions, defined by the Security Services and Investigators Act & Regulations, or otherwise which would prevent them from performing their assigned duties;
- Possess and maintain training requirements established by the Security Services training program, including but not limited to, First Aid (Standard Level C with AED or equivalent), Alberta Basic Security Training or equivalent;
- Maintain professional and personal integrity, confidentiality, and possess a strong work ethic;
- Must work well under pressure, with the ability to simultaneously work on various priorities, and promote an extreme level of excellence and pride in customer service;
- Strong interpersonal, organizational, people management, conflict resolution, time management, verbal and written communication and customer service skills;
- Able to work in a team environment or independently as required;
- Able to work rotating shift work - including weekends and holidays - is required;
- High School Diploma (post-secondary in a related field is an asset);
- Previous experience or knowledge of Access Control Systems, CCTV, and Report Writing Systems preferred;

The Convention Centre offers a comprehensive salary and benefits program that includes life and dependent life insurance, short and long-term disability, health and dental benefits, travel medical emergency insurance, flexible spending account, employee assistance program, pension plan, flex and bonus hours, wellness programs, educational opportunities, and access to a fitness center.

Individuals interested in applying for this position can submit a resume and a cover letter - indicating why you would like to join the CTCC team - to careers@calgary-convention.com by Friday, September 6, 2019.