##### Job Description

Security Officer

**Scope:**

Provides a safe and secure environment in order to protect hotel guests, employees, and property. Hotel security typically works directly on the hotel property, patrolling the grounds, monitoring security cameras or filling out paperwork. If the situation calls for it, hotel security may also work with the local police department, emergency services, etc.

**Primary Responsibilities:**

* Perform Surveillance

The bulk of hotel security’s day is filled with patrolling hotel grounds, parking lots, lobbies, all public areas, and hallways. They provide a sense of security to both hotel staff and guests simply by being present. In addition, security will also monitor the hotel via security cameras.

* Escort People In/Out of the Hotel

Hotel security is also responsible for escorting guests and hotel staff to and from the hotel if needed to protect them. Additionally, hotel security may need to escort belligerent guests off of the hotel property.

* Maintain Order

At times, there may be a higher volume of guests in the hotel due to high occupancy or meetings. Hotel security is often expected to maintain order among different groups of guests.

* Report to Supervisors and Management

Hotel security is responsible for reporting all suspicious activity to their supervisors or hotel management. Usually, hotel security should report current events in real time through their radio and document events that have already been resolved.

* Investigate Disturbances

Hotel security must be on call anytime during their shift to investigate disturbances reported by hotel staff and guests. This can include things like excess noise coming from a guest’s room or reports of suspicious people prowling the parking lot.

* Be available to provide any assistance during any emergency situation, e.g. fire alarms, etc.
* Report any safety related issues that require immediate attention or repairs.
* Explains and promotes hotel services, facilities and outlets and becomes informed and knowledgeable of upcoming events/functions in the hotel and in the surrounding area (including times, dates, etc). Is very familiar with the surrounding area and local streets.
* Ensures the hotel’s entrance and drive-up areas are always presentable and free from trash, food, etc.
* Should be able to provide guests with local directions in a courteous and accurate manner as requested.
* May occasionally transport luggage, items, or other goods within the hotel, in order to provide guest services.
* Responds quickly to guest requests or complaints in a friendly manner and ensures appropriate action is taken. Reports necessary complaints and issues to proper management. Follow up to ensure guest satisfaction.
* Provides a professional image at all times through appearance and dress.
* Follow company policies and procedures.

# Note: Other duties as assigned by supervisor or management

**Relationships:**

**Internal:** Hotel staff: To receive requests or information relating to staff security and safety.

**External:** Hotel Guests: To maintain guest security and safety.

**Qualifications:**

**Education/Experience:** No less than high school education; or up to one-month related experience or training; or equivalent combination of education and experience.

**Certification and/or License Requirement:** Alcohol awareness certification; security training permits/certification as required depending on the area.

**Skills:**

* Interpersonal skills.
* Communication skills.
* Knowledge of the city and surrounding area
* Ability to reference unknown city information quickly and efficiently.

**Working Conditions:**

* Will be required to work nights, weekends and holidays.
* Will be required to work in a fast-paced environment.
* May be asked to work overtime.

**Physical/Cognitive Activities:**

This description of physical and mental activities is not intended to describe essential job functions. Rather, its purpose is to give the job applicant a feel for the physical and mental activities of the job to the end that an applicant with a disability can determine whether he or she will be able to do this job either with or without accommodations.

The major responsibility in this position is to assist incoming and outgoing guests and staff; therefore a significant portion of the day is spent walking, standing and speaking.

Time may be spent lifting and carrying guests’ baggage. Able to carry or lift items weighing approximately 100 pounds

Basic reading and writing skills are used at times

Basic mathematical skills are used some of the time.