

POSITION DESCRIPTION

JOB TITLE: Security Manager (Full-Time)

DEPARTMENT: Security

REPORTS TO: Assistant General Manager

ESSENTIAL PURPOSE: To supervise Security staff to ensure the safety and security of the hotel and property, guests, and employees.

ESSENTIAL DUTIES:

- To respond to all guest and hotel requests, and emergency situations in a timely and professional manner.
- To assist, as directed, to hire, train, schedule, support, review, and discipline Security Officers, to maintain highest possible levels of employee morale and department effectiveness.
- To satisfactorily perform and oversee, as directed, routine security operations of the hotel, including patrols, inspections, incident handling, documentation, law enforcement, key control, lock-up procedures, alarm maintenance, and Lost and Found.
- To satisfactorily perform and oversee routine safety operations of the hotel, including administering first aid and CPR, referring workers' compensation injuries for medical treatment, conducting and documenting training, ensuring certifications, promotion of safety awareness, ensuring emergency preparedness, and documentation.
- To maintain complete and accurate records of all hazardous materials used on site, including ensuring all SDS sheets are current and departmental managers have trained their staff to safely handle these chemicals.
- To investigate and manage all liability claims for the Surf & Sand Resort and to serve as the liaison with the Corporate Legal Department and Third Party Claims Administrator.
- To install, maintain and review CCTV systems.
- To maintain strong relationships with local law enforcement agencies.

- To adhere to Lost & Found policies and procedures, including logging all found items and guest follow-up.
- To supervise and handle internal investigations and audits (i.e., employee bag checks, locker checks, valet ticket audits, theft investigations, secret shops for employees to ensure compliance with cash handling and Alcoholic Beverage Control rules regarding service of minors).
- To ensure compliance of Security staff with the hotel Blood-borne Pathogens Plan.
- To assist, as directed to monitor and control departmental expenditures, including prompt reporting of incurred overtime.
- To be responsible for promoting the safety and security of the hotel staff through safety awareness campaigns, safety meetings, and motivational incentives.
- To be responsible for new employee orientation on the property's workplace security policies, procedures and work practices.
- To be responsible for administering the workplace security program and performing periodic inspections to identify and evaluate workplace security hazards and potential threats of workplace violence.
- To serve as a member of the Safety Committee and co-chair of the property's Safety Committee which will hold monthly safety meetings.
- To ensure that all injuries, accidents, incidents and emergencies are fully documented and to monitor the situation until it has been resolved.
- To prepare and submit purchase orders to the Facilities Director ensure adequate inventories of office and emergency supplies, compliance needs, and keys, locks, and communication equipment.
- To order uniforms as needed for new hires, and replacement uniforms, as needed.
- To consistently look for ways to improve the safety and security of the employees and the hotel property.
- To implement a program to prepare the hotel and its staff for natural disasters. The program will include training of staff and managers and include having the necessary supplies on hand and readily available in the event of a natural disaster.
- To promptly report any conditions that might hinder Security operations.

- To properly document Personnel/Payroll transactions, as directed, for processing in the Personnel office.
- To follow all specified procedures to correctly handle cash.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- To ensure safe work practices of all Security staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. AA degree in Police Sciences or related field preferred. English fluency required. Spanish fluency preferred. Valid California driver's license required. Proof of personal automobile insurance coverage required. Current California guard card required. Current CPR/first aid certificate required. Must have minimum two years law enforcement, military, or security experience. Familiar with "Powers to Arrest". Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Must never have been convicted of a felony or other crimes involving moral turpitude. Hotel experience preferred.

SKILLS AND APTITUDES: Diplomatic and calm. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Customer service focus. Good team player. Honest and trustworthy. Strong communication and interpersonal skills. Decisive. Able to effectively manage staff.

WORKING CONDITIONS: Works approximately equal amounts of time in/outdoors. Minimal exposure to hazardous substances and fumes. Bi-level structures. Extensive property. Indoors: temperature controlled, clean, and well-lighted office. Outdoors: Exposed to weather conditions. Walks on all surfaces, including carpet, concrete, grass, and uneven tile. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands/walks approximately 75% of shift. Sits/drives approximately 25% of shift. Uses personal computer approximately 5-20% of shift. Must be able to respond quickly to emergencies in any part of property. Bends, stoops, and reaches to perform routine job

tasks. Frequently required to lift objects weighing up to 50 lbs. over short distances. Must be able to work rotating shifts. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact the safety and sense of well-being of hotel guests and employees, and the security of the property and operations. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional behavior, inefficient response, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____