
SECURITY OFFICER

Full Time Employment Opportunity

Reporting to the Security Shift Supervisor, the Security Officer is responsible for the safety and general welfare of all casino employees and guests. Their duty is to safeguard lives and property, maintain order, and ensure compliance of policies and procedures designed to protect the assets of Manitoba Liquor & Lotteries. This position provides customer service to all players, guests and employees.

Duties:

- Provide customer service by being attentive to guests needs; greet guests, open doors as required, advise of ongoing and current events and provide directions when requested.
- Monitor guests entering the building, check and validate identification as required, ensure no minors are entering Casinos of Winnipeg property.
- Maintain a count of incoming and outgoing traffic, as requested by senior management.
- Complete visual inspection of bags and parcels permitted onto the Casino floor.
- Monitor for suspicious activity such as intoxicated and excluded patrons.
- Provide crowd control for opening and closing of the Casinos.
- Monitor and enforce policies such as the "no smoking area".
- Verify and sign off on table fills/credits and transport to designated areas.
- Use metal detector to scan all refuse from point-of-sale (P.O.S.) throughout Casino areas.
- Carry out specific searches of the Countroom area and equipment leaving the Countroom.
- Provide all escorts (e.g., employees, guests, armored car personnel), as required.
- Provide crowd control for entertainment and special functions.
- Check locks and exterior doors to ensure protection of building and assets.
- Communicate with Surveillance Room regarding escorts.
- Observe and report any suspicious activity.
- Maintain control of sensitive keys as designated by senior management.
- Monitor delivery of slot machines, dice, monies, playing cards and other gaming equipment.
- Patrol parking lots, observe and report suspicious activity such as criminal offences and abandoned children or pets in vehicles.
- Respond to medical situations as required.
- Officers will be required to have their hair tied back (for safety and security reasons).
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

Primary Qualifications:

- Completion of a Grade 12 High School Diploma or G.E.D. equivalent.
- Must possess and maintain a fully valid Provincial Security Guard License, which includes Criminal Record Check and Child Abuse Registry. Probationary licenses are not accepted.
- A minimum of six (6) months experience in a customer service related industry and/or a security related field.
- Have and maintain a valid Manitoba Class 5 driver's license.
- Basic math skills.
- The incumbent requires current certification in CPR/First Aid which may be acquired on the job.
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.
- Ability to work a variety of shifts based on the requirements of a twenty-four (24) hour per day, seven (7) day per week operation.

Secondary Qualifications:

- Bilingual (French/English) language skills.
- Previous experience in a security related field.
- Various related security courses will be provided as required.

**** Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

Salary: \$18.87- \$19.72
Bargaining Unit: UNIFOR
Location: McPhillips Station Casino

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbll.ca

All applications are due by December 18, 2023.

We thank all interested applicants, however, only those selected for interviews will be contacted.

Posted: December 11, 2023