

# **JOB POSTING: SECURITY/CUSTOMER SHIFT LEAD GREATER SUDBURY AIRPORT SECURITY SERVICES**

## **COMPANY OVERVIEW:**

A.S.P. Incorporated is powered by our people. A robust team unlike any other within the security industry. We innovate, embrace change, we challenge and we exceed client expectations. We continuously implement new strategies and strive for an environment which creates a culture of constant improvement.

A.S.P. Incorporated has been a Security Service Provider for clients in Ontario and Alberta for the past 18 years. We currently employ in excess of 1200 employee's company wide.

Our integrity as a service provider helps ensure we honour all our commitments to our Clients which have given us the honour to provide service to them. A.S.P. Incorporated has the experience, dedication, organization, intellectual capital and fiscal strength to offer a complete turnkey service. We will continue to raise the bar, because at A.S.P., "Security Matters".

## **POSITION SUMMARY:**

Reporting to the Site Supervisor, Shift Leads are responsible for the effective "Day of" oversight, supervision, direction, coordination and support of the front-line security/customer service guard team at the Greater Sudbury Airport. The Security/Customer Service Shift Lead is a "working lead" 24/7 mobile shift position and as such will be trained and qualified in all Security/Customer Service positions, duties and responsibilities. working guard with a "Lead" responsibility for the "day of" oversight, supervision, coordination and support of front line staff. Shift Leads are responsible for employee performance management/monitoring, on-the-job training/coaching and schedule adjustments, maintaining time and attendance records and for ensuring compliance with company and client policies and procedures as well as government regulations. This is attained through oversight of team's completion of daily work plan, adjusting priorities and resource allocations to meet demand and ensuring the team's adherence to established performance standards and protocols.

During periods when the Site Supervisor is not on duty, the Lead is the primary operational day-to-day point of contact for the Greater Sudbury Airport team and as such is responsible/accountable for coordinating the "day of" activities with the Airport Authority to review issues, challenges and changing requirements and to ensure an appropriate response to emerging operational issues, events, activities or challenges during his/her shift.

Airport Security/Customer Service guards provide effective customer service and security patrol services within Terminal, Airside and Groundside areas of the airport in a professional, competent and courteous manner. Security/Customer Shift Leads must instill a strong sense of safety and security amongst all airport stakeholders and the travelling public while providing a high level of customer service in all interactions. Airport Security/Customer Service Guards are ambassadors of the Airport and such must make every interaction a professional and positive experience.

## **LEAD DUTIES & RESPONSIBILITIES**

- Takes direction from the designated GSA Airport Authority representative(s) and maintains an open line of communication to ensure the delivery of quality services;
- Serves as the “Day of” focal point for communicating, coordinating activities and resolving problems/challenges or issues with Airport Authority for a cohesive operation;
- Oversight and supervision of assigned team’s daily work plan, adjusting priorities and resource allocations to meet demand (including break relief) and ensuring the team’s adherence to established performance standards and protocols;
- Provides daily direction, communication, guidance and support to on duty staff and addresses performance management or disciplinary issues;
- Attends and participates in any required client Operational Briefings to coordinate activities and address specific needs/issues;
- Ensures all established procedures/protocols, directions and instructions are promptly and efficiently followed and performed and complied with to the satisfaction of the client;
- Investigates all problems, complaints, incidents, events and deficiencies during assigned shift;
- Performs daily performance/quality control inspections to ensure conformance to client and company policies/procedures and service/performance expectations
- Prepares Daily Operational Shift Summary Reports, Shift Inspection Reports, Incident/Occurrence Reports;
- Conducts new hire OJT training as well as random In-Field OJT training/testing modules for on-duty guard staff;
- Assists in the provision of Emergency/IRROP response activities as required; Provides team leadership and direction in emergencies and assists/supports the airport authority, police and emergency personnel and stakeholder groups in times of crisis;
- Performs other duties and tasks as assigned by the company and/or client;

As Shift Lead is a “working lead” position, Leads are also responsible for performing and must be qualified in all Security/Customer Service Access guard position duties.

## **SECURITY/CUSTOMER SERVICE GUARD DUTIES & RESPONSIBILITIES:**

- Monitors, controls and enforces airport Restricted Area Pass and Access Control System;
- Complies with post orders, SOP’s and emergency planning /evacuation procedures;
- Parking and Curbside enforcement (Municipal Bi-Law Enforcement Officer);
- Administers and collects GSA vehicle parking lot fees;
- Operates a variety of security and parking equipment including CCTV; Parking Pay & Display Units; Parking Cash Register and Pay on Foot Station and Credit Card Payment systems; Recording systems; PA System; Portable Radios, etc.;
- Responds to screening checkpoint and other airport restricted area alarms;
- Performs security patrols and responses throughout the airport as well as tenant facilities;
- Acts as an Airport Ambassador by assisting the public with queries, information and direction. Carries out customer service related duties which include: hand shoveling of snow in and around the terminal building, gates, pay & display machines, emergency exits and vestibules; greeting passengers and assisting with luggage when required;

- Performs emergency response duties in accordance with the Airport Emergency Response Manual. Specific responsibilities include enacting the emergency call out procedure; controlling airside access doors/gates; directing and controlling the media and the general public; recording and disseminating pertinent information related to the incident; escorting emergency responders, etc. Also assists custodians or operations crews in the event of safety/emergency within the Terminal such as flooding from a pipe bursting; de-escalating unruly and threatening members of the public until the situation is safely under control and transferred to the police authority;
- Responsible for the oversight and direction of airport ground transportation service providers;
- Reports all known or suspected safety, security concerns, security breaches, criminal activities, suspicious activities, persons or vehicles, unattended items/articles, etc. and maintains visual surveillance pending investigation or arrival of police, if needed;
- Notes and reports Terminal, Groundside and/or Airside deficiencies (equipment failure, lighting problems, potential Foreign Object Damage (FOD), safety hazards, etc.);

## **POSITION REQUIREMENTS**

### **Education and Experience**

- Minimum High School diploma or GED equivalent;
- Minimum of one (1) years security guard or airport operations experience;
- Experience in a Supervisory or Operational Lead role, preferably in an airport or customer service environment;

### **Qualifications**

All applicants for this position must be:

- A Canadian Citizen or Landed Immigrant
- Have a clear Criminal Record
- Able to obtain and maintain a valid Transportation Security Clearance and Greater Sudbury Airport Restricted Area Identity Card (RAIC)
- Must be licensed by the Province of Ontario as a registered Security Guard;
- Possess and maintain a valid Ontario Provincial Drivers Licence (class G or higher) with a clean Driver's abstract;
- Must be capable of obtaining an Airside Vehicle Operators Permit (AVOP), a Radio Aeronautical Licence and Municipal Bi-Law Parking Control Officer Certification within 45 days following commencement of employment;
- Possess First Aid CPR and AED certification;
- Physically capable of performing all duties as set out in Job/Position Description;
- Shift work position (24/7 – must be able to work all shifts and rotations, including nights, weekends and holidays);
- Successful completion of all required training/certification courses, including the initial and annual recurrent Airport Security Guard Training/Certification, Airside Vehicle Operators Licence training/testing; Bi-Law Enforcement Officer certification, post specific OJT and practical training in radio procedures, usage and communications is a pre-requisite for employment;
- Pre-employment references will be required prior to consideration for employment;

### **Skills, Abilities and Personal Suitability**

- Strong team leader and team player with ability to motivate, coach/mentor, engage and train employees;
- Good communication skills (oral and written) and strong organizational, planning and time management skills with an innovative and continuous improvement mindset;
- Excellent Customer Service, interpersonal and relationship management and conflict resolution skills with a demonstrated sense of urgency and an unrelenting commitment to safety, security and customer service excellence;
- Highly organized, resourceful, results driven, detail oriented with the ability to work independently;
- Demonstrates a high level of dependability, good judgement, honesty, enthusiasm and integrity and exhibits a professional, positive and courteous manner at all times;
- Analytical and critical thinking aptitude combined with highly effective and creative problem solving and decision-making skills;
- Proficient computer skills in MS Office applications – Email, Outlook, Word, etc.
- Adaptable/flexible with the ability to work under pressure and multi-task in a fast paced, agile, fluctuating and demanding work environment;
- High level of attention to detail and security/situational awareness and ability to identify unusual or suspicious situations/events and critical issues quickly and accurately;
- Basic surveillance/observation/information gathering/investigation and report writing skills;
- Proficient and knowledgeable in handling emergency response situations in accordance with the Emergency Response Manual

### **Recruitment Assets:**

- Airport security and/or operations experience is highly desirable;
- Possession of a valid Transportation Security Clearance and a Greater Sudbury Airport Restricted Area Identity Card (RAIC) is definite asset;
- Possession of a valid Greater Sudbury Airport Airside Vehicle Operator's Permit (AVOP D/DA) is highly desirable;
- Bilingual in Canada's both official languages