

JOB POSTING: SECURITY/CUSTOMER SERVICE SITE SUPERVISOR GREATER SUDBURY AIRPORT

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 employees 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 V.P. of Aviation the GSA Site Supervisor is 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 Supervisor is a mobile operational oversight position and as such will be trained and qualified in all Security/Customer Service guard position duties and responsibilities. The Supervisor is 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.

The Security Supervisor is the primary operational day-to-day point of contact/liaison for the GSA Terminal/Security Manager and as such is responsible for coordinating "day of" security activities with the Airport Authority to review issues, challenges and changing requirements and to ensure an appropriate response to emerging operational issues, events or activities. In addition to supervisory related responsibilities, this position will perform the duties of airport Pass Control Officer during selected periods of the week.

PRIMARY DUTIES:

Site Supervisor Duties and Responsibilities:

- Serves as the "Day of" focal point for communicating, coordinating activities and resolving operational problems/challenges or issues with Airport Authority representative(s);
- Attends and participates in client Operational Briefings/Debriefings and other security meetings;
- Oversight of assigned team's daily work plan, adjusting priorities and resource allocations to meet demand, including relief and back-up;

- Monitors, trains, coaches and guides team to ensure adherence to established performance standards and protocols; Conducts new hire OJT Training as well as random in-field OJT training/testing modules;
- Arranges for provision of additional security guards in response to enhanced security requirements and/or emergency/IRROP event requirements. Provides team leadership and direction in emergencies and assists/supports the airport authority, police and emergency personnel and stakeholder groups in times of crisis;
- Investigates all problems, complaints, incidents, events and deficiencies;
- Prepares daily Inspection Reports, Operational Summary Reports and Incident/Occurrence Reports;
- Maintains effective control of all company/client issued inventory, equipment and supplies (e.g. vehicles, radio/cell phone, tablets, etc.) from loss, damage, misuse, theft, etc. and ensures all tools and equipment needed by the security team are available and in good working condition;
- Supports and assists ASP Management by:
 - Participating in recruitment and training initiatives;
 - Identifying and assisting in resolution of any scheduling conflicts;
 - Preparation of Daily Shift Reports as well as incident/event occurrence reports;
 - Identifying and addressing performance/behavioural or disciplinary problems/concerns;
 - Coordinating daily work/activity plans and making required adjustments;

Pass Control Duties and Responsibilities

- Produces and controls the issuance of all Airport Passes in accordance with the Transport Canada Security Clearance Program and Airport SOPs and Directives;
- Performs monthly audits of Temporary and Visitor passes and Bi-Annual Audits of the RAIC (Restricted Area Identification Card) system;
- Maintains an appointment system which ensures efficiency and privacy for all applicants;
- Maintains the Access Control database and controls the issuance of airport keys on temporary loan or permanent issue;
- Administers the AVOP written examinations including Practical testing
- In conjunction with a GSA representative, oversees the weekly reconciliation of money collected from the various parking systems and assists GSA in weekly preparation of parking fee cash deposits;
- Issues annual parking permits and OTX (One Time Exit) cards for use with lost ticket functions at the Cashiers Terminal;

POSITION REQUIREMENTS

Education and Experience

- Successful completion of a minimum high school education or possess equivalent work-related experience, however preference may be given to candidates with Post Secondary education;
- Experience in a security Supervisory or Operational Lead role, preferably in an airport or similar environment;

Qualifications

All applicants for this position must be:

- 21 years of age or older
- A Canadian Citizen or Landed Immigrant
- Have a clear Criminal Record
- Licenced by the Province of Ontario as a registered Security Guard;
- Must have a full Ontario Provincial Drivers licence with no restrictions and a clean driver abstract;
- Physically capable of performing all duties as set out in the Job/Position Description;
- Able to obtain and maintain a valid Transportation Security Clearance and a Greater Sudbury Airport Restricted Area Identity Card (RAIC);
- This is a Monday to Friday, 8 hour/day position, however this position must be available to work outside the established work schedule where required to meet operational needs/requirements, including nights weekends and holidays;
- Must obtain a Greater Sudbury Airport AVOP (Airside Vehicle Operators Permit), a Radio Aeronautical Licence and Municipal Bi-Law Parking Control Officer Certification within 45 days of commencement of duty;
- Possess First Aid CPR and AED certification;
- 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; 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

- Excellent team leader and team player with ability to motivate, coach/mentor, engage and train employees;
- Superior communication skills (oral and written) and strong organizational, planning and time management skills with an innovative and continuous improvement mindset;
- Excellent interpersonal, customer service, relationship management and conflict resolution skills with an unrelenting commitment and passion to customer service excellence.
- Proficient computer skills in MS Office applications – Email, Word and Excel;
- Highly organized, innovative, resourceful, results driven and detail oriented with a strong desire to be part of a new start-up security/customer-centric team;
- Adaptable/flexible with the ability to work under pressure and multi-task in a fast paced, agile, fluctuating and demanding and time sensitive work environment;
- Analytical and critical thinking aptitude combined with highly effective and creative problem solving and decision-making skills;
- Demonstrates a high level of dependability, honesty and integrity and exhibits a professional, positive and courteous manner at all times;
- Highly motivated, enthusiastic and results driven and with the ability to work independently;
- Strong background in operations, intelligence gathering, analysis and reporting and proficiency in the preparation of reports, performance dashboards and documentation;

- 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;

Recruitment Assets:

- Airport security and/or operations experience is highly desirable;
- Possession of a valid Transportation Security Clearance and an Airport RAIC (Restricted Access Identification Card) and/or a Greater Sudbury Airport Airside Vehicle Operator's Permit (AVOP) is a definite asset for this position;
- Security Industry Accreditation (CPP, PSP, etc.)