

City of Rapid City

Job Description

Job Title	Guest Services Safety and Security Manager		
Job Code:	GSSM	Job Family:	
Pay Grade:	NU22	Date Revised:	2/17/2022
FLSA Status:	Exempt		

General Summary: This position is responsible for providing a safe and enjoyable environment around The Monument campus for both guests and staff.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Guest Services

- Manages Guest Service activities for The Monument campus to ensure a great guest experience
- Manages part time staff including scheduling using electronic system, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining, employees; addressing complaints and resolving problems
- Develops, maintains and implements training activities and policies for the Guest Services staff
- Schedules and orients volunteer usher groups
- Owns the integration of new customers service standards, while maintaining or improving the culture of the department and working with other departments within The Monument on the Guest Services standards
- Oversees parking operations, including managing, hiring and scheduling staff and set up and tear down of premium parking blockades.
- Maintains employee files and contact information including time sheets, attendance records, etc.

Safety & Security

- Provides overall management for services and activities involved with campus wide security, event security, and emergency preparedness working with Event Managers throughout; functioning as Head of Security for major events
- Responsible for set up, tear down, and function of metal detectors at events.
- Schedules medical personnel and law enforcement for events
- Plans, develops and implements policies and training programs to ensure the security/safety of facility staff, users, guests and property
- Reviews accident and incident reports and communicates in a timely manner with City Legal department.
- Ensures completion of required OSHA recordkeeping and reporting.
- Responsible for up to date emergency procedures, security and safety protocols, and conducts staff training of protocols
- Oversees security ID badge distribution, key distribution/inventory and access controls and radio inventory and control

- Responsible for programming of doors, effectiveness of surveillance systems, and fire suppression systems and extinguishers.
- Participates in the development of the Event Services annual budget; forecast additional funds needed for staffing, training, equipment, supplies; monitor expenditures; implement adjustments as necessary
- Maintains effective working relationships with local, state and federal law enforcement and life safety agencies; to include Shelter in Place MOU's with Rapid City Public Schools and South Dakota School of Mines and coordinating the Americans with Disabilities Act (ADA) requirements campus wide and serves as facility liaison with the ADA community
- Serves as the Facility Safety Officer and routinely serves as a Manager on Duty
- Performs other duties as required

Qualifications:

Required Skills and Abilities:

Ability to learn and operate complex software systems. Excellent written and verbal communication skills. Ability to conduct training. Strong supervisory and leadership skills. Proficient with Microsoft Office Suite.

Education and/or Experience:

Bachelor's degree from accredited four-year college or university; and/or three years direct related experience and/or training in safety and security issues within facilities or public safety.

Certificates, Licenses, Registrations:

Valid South Dakota driver's license

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high precarious places, outside weather conditions; and vibration. The noise level in the work environment is usually loud with frequent interruptions to be expected.

Work a flexible schedule including early mornings, days, late evenings, weekends, holidays, extended (long) workdays and extended number of days.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear and communicate clearly and concisely in the English language, both orally and in writing. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasional lift and/or move up to 10 pounds.