

SMG
Job Description

Job Title: Assistant Security Coordinator
Department: Event Services
Reports To: Security Coordinator
FLSA Status: Full-Time/Hourly/Non-Exempt

Summary: Works closely with the Security Coordinator overseeing guest services, security personnel and Usher staff to maintain security of facilities and grounds of the Oncenter/SMG and Lakeview Amphitheater. Maintain safety of employees, patrons, clients and the general public. Assist in overseeing administrative and management functions necessary to ensure efficient departmental operations.

Essential Duties and Responsibilities

- Assists in supervising the day to day operation of the Security Department ensuring all department procedures and duties are carried out by staff.
- Works closely with the Security Coordinator to determine and schedule staffing for daily operation of the Oncenter and events involving Guest Services (security) and Event Staff.
- Works effectively with all Oncenter/Lakeview Amphitheater staff to ensure that clients and guests using Oncenter/SMG facilities receive the highest quality service during their events.
- Participates in event planning efforts and coordinates with internal staff and clients.
- May work directly with clients to resolve minor service or event issues.
- Intervenes in disturbances/incidents in order to maintain peace or restore order.
- Assist in maintaining all physical security items such as key control, radios, card access system, etc.
- Process and distribute incident/injury reports.
- Conducts inspections and audits to ensure quality of service of subordinate personnel.
- Conducts preliminary investigations relevant to personnel complaints in conjunction with the Security Coordinator and Human Resources.
- Maintain parking regulations and procedures.
- Works with public safety staff including police, fire marshals, EMS staff, etc. at events.
- May cover staff shifts when Guest Services staff (security) is unavailable or calls off.

Other Duties

Perform duties as assigned.

Supervisory Responsibilities

Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include assisting the Security Coordinator with interviewing; recommend hiring, disciplinary actions and terminations in conjunction with the Security Coordinator and Human

Resources; training employees; planning, assigning and directing work. Supervises part time event staff and full and part time security staff.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Must have at least a high school diploma or equivalent, some college is preferred
Minimum 2 years security experience, preferably in a similar environment
or equivalent combination of education and experience
Supervisory experience is preferred

Skills and Abilities

Must be able to maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.

Ability to effectively supervise staff.

Ability to communicate with, and take direction from immediate supervisor and facility management.

Possess excellent written, verbal and interpersonal skills and interacts with all levels of staff, including management.

Remain flexible and adjust to situations as they occur.

Ability to handle/resolve high tension situations and control "unruly" guests.

Excellent communication, problem solving and organizational skills.

Work independently, exercising judgment and initiative.

Must possess professional presentation, appearance and work ethic.

Computer Skills

To perform this job successfully, an individual should have computer experience including experience with Microsoft Office.

Certificates, Licenses, Registrations

A valid New York State Guard License is required and must be valid at all times.

Must obtain all licenses or permits as required by the state, county, or city.

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 may be required to work indoors and outdoors as required by the function. Must have the physical ability to maneuver around

facility(ies), at times, walking and/or standing up to 6-10 hours daily, as well as the ability to perform medium physical work. This position is also exposed to adverse conditions including inclement weather, noise, fumes, etc.

Ability to work flexible hours based on events, including daytime, evenings, weekends and holidays as needed. In emergency situation the incumbent needs to be on call 24/7.

Note: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Generalist
The Oncenter
800 South State St.
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.