

POSITION DESCRIPTION

JOB TITLE: Security Officer (Full-Time)

DEPARTMENT: Security

REPORTS TO: Security Manager

ESSENTIAL PURPOSE: To serve as a public relations liaison between hotel management and guests and to help protect the hotel, its guests, and its employees from personal injury and from loss or damage of property.

ESSENTIAL DUTIES:

- To respond to all guest and hotel requests, and emergency situations in a timely and professional manner.
- To interact with all guests and employees in a congenial and sincere manner, and conduct all actions professionally and confidentially.
- To continuously patrol and inspect assigned areas as scheduled, and promptly report all irregularities, hazardous conditions, and suspicious occurrences.
- To facilitate parking on property in a friendly, informative, and sincere manner and to staff the parking cashier booth, as scheduled.
- To enforce, while on duty, all company policies, and city, county, state, and federal laws and ordinances.
- To help maintain orderly and safe conduct of all guests and employees while on premises.
- To help prevent unauthorized removal of guest or hotel property from the rooms, common areas, operations, or premises.
- To ensure daily lock-up and safety procedures, as specified, in all designated areas.
- To assist, as directed, to investigate incidents of suspected theft or misconduct by employees.

- To administer First Aid and CPR to guests and employees, as needed, following all precautions as specified in blood-borne pathogens plan
- To properly investigate and document, as specified, all guest and employee incidents relating to illness, injury, theft or damage of property.
- To be completely familiar with all standard procedures for responding to all types of emergencies.
- To promote employee awareness of safety and familiarity with specific emergency procedures.
- To comply with and enforce among Rancho Bernardo Inn staff, all company safety regulations.
- To satisfactorily perform, as directed, routine daily administrative tasks, including key control and daily filing of reports and logs.
- To satisfactorily perform, as directed, routine weekly administrative tasks including updating company-owned vehicle registration; group activity board maintenance; restocking inventory of workers' comp and Security Department forms; and maintaining key boards.
- To conduct and document, on a monthly basis and as directed, inspections of fire extinguishers, guest rooms, alarm panels, and hallway smoke detectors and emergency lights.
- To conduct monthly inventory of Security equipment, including flashlights, light sticks, and reporting documents, and promptly report any shortages or problems.
- To conduct monthly inspection of Security officers' key sets, to ensure all are accounted for and are in usable condition.
- To yearly update CPR/First aid certificates of Security staff.
- To satisfactorily perform, as directed, routine service tasks for the hotel, including making employee name badges, cutting or ordering honor bar keys, and handling Lost and Found articles.
- To follow all specified procedures to correctly handle cash.
- To follow all policies and procedures of JC Resorts LLC.

- To promptly report any conditions that might hinder Security operations.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. AA degree in Police Sciences or related field preferred. English fluency required. Spanish fluency preferred. Valid California driver's license required. Must provide copy of current driving record and proof of personal automobile insurance coverage. DMV record must be free of any incidence of reckless driving, or excessive speeding citations. Current California guard card and CPR/First Aid certificate required. Must have minimum two years law enforcement, military, or security experience. Familiar with "Powers to Arrest." Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. Must never have been convicted of a felony or other crimes or offenses involving moral turpitude and inappropriate conduct both at the time of hire and during the term of employment. Basic typing and clerical skills preferred. Previous hotel experience preferred.

SKILLS AND APTITUDES: Diplomatic and calm. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Customer service focus. Good team player. Honest and trustworthy. Strong communication and interpersonal skills. Decisive. Able to work productively with little supervision.

WORKING CONDITIONS: Works approximately equal amounts of time in/outdoors. Minimal exposure to hazardous substances and fumes. Bi-level structures. Extensive property. Indoors: temperature controlled, clean, and well-lighted office. Outdoors: Exposed to weather conditions. Walks on all surfaces, including carpet, concrete, grass, and uneven tile. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Walks/stands approximately 75% of shift. Drives/sits approximately 25% of shift. Uses personal computer approximately 5-20% of shift. Must be physically fit and have the endurance to run a minimum of 5 minutes to quickly respond to emergencies in any part of the property. Bends, stoops, and reaches to perform routine job tasks. Frequently required to handle and move objects weighing up to 50 lbs. over short distances. Flexibility and good reflexes required to

operate electric carts. Must be able to work rotating shifts. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact the safety and sense of well-being of hotel guests and employees, and the security of the property and operations. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional behavior, inefficient response, lack of follow-through, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____