



## **EVENT STAFF/SECURITY OFFICER**

**Description:** Event Staff and Security Officers are responsible for the safety and comfort of all guests, employees and property at the various venues and events that 5 STAR Event Services provides services to.

### **Duties:**

- Enforce and uphold the integrity of the facility and event, including retail merchandise shops and all public and private areas of the venue
- Monitor entry and exit points to specific areas of the venue, perform routine search procedures including wand of guests, bag searches and screening of guest's tickets, bags, credentials, etc. prior to them entering the venue
- Ensure that no prohibited items enter the venue
- Greet and direct guests to seating areas and various services
- Maintain open and smooth access routes throughout seating and concourse areas
- Receive and act on complaints from patrons according to established policies and procedures
- Enforce all policies and procedures throughout the facility and report any suspicious behaviors or activity
- Follow all rules and regulations as outlined in the Employee Manual
- Monitor and maintain door access
- Aide in the direction of orderly evacuation of the building during emergencies
- Provide security escorts per event requirements

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The employee must also have the following qualifications:

- High School diploma or GED equivalent
- At least 18 years of age
- Texas Non-Commissioned Guard Card (must be obtained no later than 14 days from date of hire.) All applicants are required to submit to fingerprinting, pass the Private Security Level II testing and criminal background check
- Clean criminal background (No Felonies. All Class A/B Misdemeanors must be 5+ yrs old)
- Reliable form of communication and transportation

**Skills and Abilities:** To perform this job successfully, an individual must possess the following:

- A strong customer-service attitude a professional appearance at all times
- The ability to read and understand the English language, and possess excellent written and oral communication skills
- The ability to understand and interpret documents, signs, rules, policies, instructions and other pertinent information
- The ability communicate effectively with patrons, guests and other employees
- The ability to multi-task, cross-train and learn new skills quickly and comprehensively
- The ability to remain calm and level-headed under high-pressure situations

**Physical Requirements:** To perform this position successfully, an individual must possess the following physical requirements:

- Full physical and mental dexterity with the ability to walk, talk, stoop, kneel, crouch, hear and see
- The ability to walk and stand for extended periods of time (minimum of 5 hours)
- The ability to lift 25lbs.

**Work Environment:** Employees must be aware of and able to tolerate a variety of working conditions, including but not limited to:

- Elevated noise levels. Athletic and musical events can be very loud and employees must be prepared to be exposed to increased noise levels. Ear plugs are available upon request
- An energetic and fast-paced environment
- Crowds
- Working outdoor venues. Some of the events we work take place outside or in open-air venues and these events take place rain or shine. Reasonable accommodations are made to assist with employee comfort when necessary (tents, rain ponchos, etc.)
- Evening and weekend work schedules. Most events take place in the evenings and on the weekends. Flexible availability is required