

Securitas Security Services USA, Inc.

Job Description

Title: Director of Public Safety – TD Garden

Job Summary:

- Responsible for the oversight of the contract security program at TD Garden., base building, concourse, parking garage, surrounding garden perimeter and properties, event security team and corporate offices.
- Manage, supervise and ensure training occurs for all security supervisors, managers, street patrol, all event driven and building security staff for consistency
- Reports directly to the Securitas Branch Manager
- Responsible for all administrative documentation inclusive of reporting, training, reinforcement training, recognition, progressive discipline key performance indicators and building log reports
- Direct the monitoring and review of camera and digital recording footage within the Arena and surrounding perimeter during real time events and post-investigative review
- Conduct interior and exterior building patrols, and on the spot post inspections to ensure staff is adhering to policy and standards
- Manages the maintenance of ID card stock and access control systems with the vendor relationship
- Collaborate with all TD Garden Management staff as well as, ambassadors, concierge, ushers, ticket takers, guest services attendants, parking, police, fire/rescue and medical, concession, food service, banquet and box office staff, as well as others that may be deemed necessary to ensure fan and guest satisfaction, pre, post and during events.
- Justify expenditures as they relate to development of a program budget
- Adopt industry best practices for emergency preparedness and continuity of operations which align with TD Garden.
- Incorporate training protocols that continuously develop employees, as well as address their perishable skills
- Develop, implement and manage security training and reinforcement programs to ensure consistency of desired behaviors.
- Manage the development, implementation and continuous refinement of physical/facilities security policies, standards, guidelines and procedures to ensure ongoing maintenance of security protocols. Perform periodic audits of these practices and systems .
- Perform security and risk assessments of facilities, including security equipment condition and provide summary of needed improvements to senior management
- Daily review of intelligence threats, crime stats pertaining to surrounding geographical area. Working closely with local, state and national law enforcement.
- Maintaining liaison and partnership with Homeless advocacy groups and shelters within the City of Boston
- Develop Crisis Management plan

- Conduct, supervise and prepare reports relating to internal investigations of any losses or violations of regulations, policies and procedures.
- Maintain consistent procedure for North Station and Building Lost and Found, as well as support TD Garden internal policy for event Lost and Found items.
- Maintains a positive, professional environment that supports a culture of customer and guest experience and is in the full compliance with applicable laws, regulations, policies and procedures.
- Performs tasks and duties of a similar nature and scope as required for assignment

Qualifications

- Minimum preferred, 10 years of experience in a senior level security management role, preferably within a live event environment, or sporting facility with a focus on exceptional customer service and safety
- Ability to compile and execute company and departmental standard operating procedures and procedures (SOP's).
- Commitment to maintain safety standards while also leading the team to demonstrate behaviors that are respectful to all customers, guests and associates.
- Ability to effectively articulate security and budgetary initiatives
- Knowledge of CCTV, surveillance equipment, alarms and radio communications.
- Extensive experience working alongside city and state agencies
- Proven ability to assess, develop and successfully execute strategic internal and external security plans and quickly adapt to change as required by events.
- Extensive conflict management skillsets with resolution ability
- Knowledge of safety and fire codes
- Must have the ability to develop team members and effectively grow a security program that is also focused on respect of all guests, fans and associates regardless of the situation.
- Minimum of 3 years' experience managing a budget and working with vendor relations
- Excellent verbal & written communication, organizational and time management skills required
- Must be able to multi-task and prioritize in a deadline-oriented environment
- PC skills including MS Word, Excel, Outlook and PowerPoint
- Possess exceptional attention to detail and strong follow-up skills necessary
- Must have the ability to work independently when necessary, and use sound business judgment
- Ability to present an uplifting personality while maintaining a high degree of confidentiality and business ethics
- Demonstrates integrity, tact, diplomacy and a commitment to company values, and principles while ensuring the upmost consistency
- Skilled at working collaboratively and in a team environment with multiple stakeholders
- Adept at maintaining a positive, open, approachable, and professional relationship with a diverse group
- Problem solving, reasoning, motivational and organizational abilities are used often
- Strong interpersonal skills
- Must be able to work a flexible schedule inclusive of weekends, nights and holidays required

MINIMUM QUALIFICATIONS AT ENTRY

Additional qualifications may be specified and receive preference, depending upon the nature of the position.

- Associate's degree or equivalent work experience in a related field
- Five to ten years of senior level leadership experience in the physical security field
- In-depth knowledge of physical security, investigation, crisis management principles
- Experience managing physical security on an international scale
- Prefer experience in managing teams that span geographical locations
- Experience conducting and overseeing investigations
- Demonstrated leadership capabilities with the ability to work across functional boundaries, build consensus and drive results
- Certified Protection Professional credential preferred
- Strong written and verbal communication skills along with good presentation skills
- Must be able to balance competing priorities, have a strong process orientation and able to manage through complexity and high pressure situations
- Highest ethical standards and strong sense of propriety are a must
- Occasional non-standard shifts and travel will be required (must maintain valid passport)

EOE/M/F/Vet/Disabilities