



## **Position: Security Manager**

The Security Manager is responsible for service to our guests, the security and safety of all hotel guests and employees, and property loss prevention. Please note that this is an active *working* position. Your primary assignment will be at the greeting location and perimeter coverage, in front of the hotel or as needed.

As a Security Manager, you are responsible for directing and coordinating the activities of security personnel, interacting with guests, coordinating with government and law enforcement agencies, and organizing patrolling of the property to deliver a safe guest and staff experience.

## **Responsibilities include:**

- Plan, organize, and coordinate all phases of security operations. Being detail-oriented is a must.
- Performs human resource functions for security staff, including recruiting, hiring, training and evaluating performance.
- Provides basic customer service and courtesies to enhance the guest experience.
  - Be positioned outside the Ivy Hotel and Magdalena Restaurant entrance/exit; provide security to Ivy Hotel guests, visitors, staff members, and guest/Ivy Hotel property. (Required periods of standing or moving within the patrol perimeter)
  - Greet all guests, restaurant patrons, spa patron and visitors upon arrival
  - Assist guests with luggage to/from their rooms promptly when checking in and upon checking out.
  - Practice proactive hospitality by anticipating their needs and being flexible in responding to them.
  - Be knowledgeable about the hotel, the Mount Vernon community and Baltimore City.
  - Report defects in the hotel including shortages of equipment & supplies.
  - Assists with maintaining cleanliness standards.
- Oversee, manage, schedule and assist contracted valet.
- Escort Ivy Hotel staff members to their vehicles, located within the Ivy Hotel campus
- Transport Ivy Hotel guests to and from various destinations within Baltimore City
- Assist in maintaining house vehicles.
- Regularly patrol building, grounds and parking area of the Hotel.
- Assist with guest problems and complaints.
- Serve as primary liaison with federal, state and local law enforcement.

- Examine doors, windows, and corridors to determine that they are secure. Unlock doors necessary for the AM shift.
- Warn violators of rule infractions, such as loitering, smoking, or panhandling.
- Assist staff with managing intoxicated guests.
- Maintain incident/accident reports as needed. Reports all incidents in writing to the General Manager.
- Assists the General Manager in implementing emergency procedures.
- Maintain good communication and work relationships in all areas of the hotel

**Physical Requirements:**

- Ability to stand outside, 8+ hours, in all weather conditions
- Able to lift 50 lbs. Push/pull up to 250 lbs.
- Ability to kneel and/or bend at the waist

**Administrative Requirements:**

- Must possess a valid US driver's license
- CPR / First Aid / AED certified.
- Requires good communication skills, both verbal and written.
- Must possess advanced computer skills
- Multilingual is a plus
- Willingness to work flexible hours, including weekends and holidays