



JOB DESCRIPTION

TITLE:	Director of Safety & Security
DEPARTMENT:	Safety & Security
LOCATION:	Shenzhen World Exhibition & Convention Center, Shenzhen, China
REPORTING TO:	General Manager/President
DIRECT REPORTS:	Security Supervisor, Risk Manager, Parking Manager, Traffic and Logistics team

PURPOSE:

Responsible for managing all aspects of safety and security for Shenzhen World. Provides direction and supervision to ensure the physical safety and security of the public, guests, visitors, employees and assets.

KEY ACCOUNTABILITIES:

- Works with the Shenzhen local police officers and in conjunction with security directors for Shenzhen World ancillary properties to provide a safe and secure environment of all employees, clients, contractors and guests
- Develops and maintains security and safety policies, programs and standard operating procedures to protect and minimize Shenzhen World/SMG China liability exposures and losses and implements improvements/changes as needed
- Oversees all security and safety activities in such a manner as to ensure the highest possible level of security, safety and comfort to all patrons and employees of Shenzhen World/SMG China
- Exemplifies a customer service philosophy and public relations approach to the performance of all duties. Establishes and promotes this philosophy with department staff
- Serves as the liaison with all officials and agents of law enforcement, safety regulatory or security agencies for Shenzhen World
- Manages and oversees the operational requirements of security and safety to assure the optimum and most cost effective use of manpower and equipment
- Manages investigations related to security incidents, loss prevention issues, or other Shenzhen World issues
- Works in coordination with Risk Management to identify, control and rectify all safety and liability exposures. Recommends and implements changes or improvements as needed
- Serves as liaison with show managers, show contractors, private security firms and Shenzhen World/SMG China staff in all matters involving show security or safety

- Reviews, approves, and modifies event security contractor security plans to ensure conformance to Shenzhen World/SMG standards and expectations
- Ensures proper training and development programs for security staff to ensure ongoing improvement and professional growth
- Responsible for all in-house security systems, key systems, security camera, storage and monitoring systems, and access control system to include the photo ID badge program
- Assists Loss Control Manager in enforcement of policies related to accident control, health and loss exposures and Health & Safety regulations
- Works in coordination with parking management to constitute efficient parking schemes in accordance with facilities infrastructure, event schedule and scales, and client demographics
- Works in conjunction with traffic and logistics team to develop traffic and logistics regulations and planning that optimize the facility utility and ensure customer satisfaction
- Performs other work-related duties as assigned

SUPERVISORY RESPONSIBILITIES

Provides overall direction, coordination and evaluation of Shenzhen World Safety & Security department. Carries out the full spectrum of supervisory responsibilities in accordance with SMG/SMG China's policies and applicable laws.

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 WORK EXPERIENCE

- Bachelor's Degree in Criminal Justice, Business or related field preferred.
- Minimum of eight (8) years of progressively responsible management experience in security or law enforcement, with demonstrated responsibility for security and safety planning and investigations.
- Preferred candidate will have relevant crowd management experience dealing with gatherings of greater than 10,000 people
- Prior experience and network with local officials and agents of law enforcement preferred

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent verbal and written communication skills, as well as skills in personnel management and interpersonal relations
- Good command of English and Chinese in speaking and writing required
- Ability to prioritize tasks and lead a diverse workforce
- Solid knowledge of the problems, issues, philosophies, principles, tactics and procedures related to crowd management and public assembly venue security and safety services
- Extensive knowledge of local and national laws and regulations, court decisions and ordinances that affect security operations
- Superior customer service and problem solving skills
- Ability to use various computer software programs

COMPUTER KNOWLEDGE:

To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software and be proficient in Microsoft Word, Excel, and PowerPoint. Knowledge of IT Security and electronic building control systems preferred.

CERTIFICATIONS:

Must obtain all licenses or permits as required by the country, province or city. Must have a valid driver's license.

MENTAL DEMANDS

- Ability to work independently, strong organizational skills, initiative, and creativity and flexibility
- Ability to meet hard deadlines
- Ability to multi-task and manage multiple projects

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 is regularly required to sit for long hours and may be required to work indoors and outdoors as required by the function. Must have the physical ability to manoeuver around the venue at times, walking and/or standing up to 6-10 hours daily, as well as the ability to lift in excess of 50 pounds. This position may also be exposed to adverse conditions including inclement weather, noise, fumes, etc.

HOURS OF WORK AND TRAVEL REQUIREMENTS:

Must work flexible hours, some nights and weekends. Limited travel may be required.

***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.*