



<b>Position</b>	<b>Safety &amp; Security Manager</b>
<b>Facility Name</b>	<b>Lynnwood Convention Center</b>
<b>Location</b>	<b>Lynnwood, WA</b>

**POSITION:** Safety & Security Manager  
**DEPARTMENT:** Operations  
**REPORTS TO:** Director of Operations  
**FLSA Status:** Salaried Exempt

\*Free Parking      \*Paid Time Off      \*401K Participation      \*Flexible Shifts

## Summary

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for Safety & Security Manager (FT) at SMG/**Lynnwood Convention Center**.

The Lynnwood Convention Center's purpose is to create, plan and execute outstanding event experiences. To achieve this, our employees must provide the highest levels of guest service by demonstrating our principles of being Professional, Resourceful, Accommodating and Precise, while always being Safe. To be successful in this role, candidates must be friendly and honest, build strong relationships, continually strive to provide a seamless experience, and be flexible to our guests' needs by providing quality services and products through detailed and accurate communication. Team members of the Lynnwood Convention Center must share in our values of being Adaptable to event needs, being Aware of guest requirements, showing strong Character, and being Team-centric. We are looking for talented folks who model these values in their work behavior, decision making, personal contributions, and guest interactions.

### **Essential Duties and Responsibilities:** (Including but not limited to the following)

- The Safety & Security Manager is responsible for managing all aspects of safety and security for the Lynnwood Convention Center, supervising all security personnel and reception staff.
- Develops and maintains safety and security policies, programs and standard operating procedures (SOP's), in accordance with SMG best practices, to protect and minimize Lynnwood Convention Center liability exposures and losses and implements improvements/changes as needed
- Maintains records of safety and security policies, programs, SOP's and training using SMG's web based ALTUM database
- Provide safety and security training for new staff as part of the orientation process in cooperation with the HR Coordinator
- Provide monthly management safety and security training as required by SMG
- Provide quarterly all-staff safety and security training at mandatory town hall meetings
- Serves as the liaison with all officials and agents of law enforcement, safety regulatory or security agencies and manages the off-duty Lynnwood Police Department program for the Lynnwood Convention Center
- Serves as a liaison with show managers, show contractors, private security firms and Lynnwood Convention Center staff in all matters involving show security or safety
- Manages and oversees the operational requirements of safety and security to assure the optimum and most cost-effective use of manpower and equipment.
- Manages investigations related to security incidents, loss prevention issues, or other Lynnwood Convention Center issues.
- Works in coordination with Risk Management to identify, control and rectify all safety and liability exposures. Also recommends and implements changes or improvements as needed.
- Arranges for and manages contract security staff mandated by guest requirements

- Arranges for and manages contract parking staff on and off site when the parking lot is expected to go into an overflow condition
- Reviews, approves and modifies all contractor safety and security plans to ensure conformance to Lynnwood Convention Center/SMG standards and expectations.
- Ensures proper training and development programs for security and reception 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.
- Performs other work-related duties as assigned.

### **Supervisory Responsibilities**

The Safety & Security Manager is responsible for the overall direction, coordination, and evaluation of all security personnel and reception staff. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.

- Will provide direction and supervision to ensure the physical safety and security of the public, guests, visitors, employees, vendors, and assets

### **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/or Experience**

- Bachelor's Degree in Criminal Justice, Business, or related field preferred
- Minimum of three (3) years of progressively responsible management experience in security or law enforcement, with demonstrated responsibility for safety and security planning and investigations

### **Skills and Abilities**

- Oversees all security and safety activities in such a manner as to ensure the highest possible level of safety, security, and comfort to all patrons and employees of the Lynnwood Convention Center.
- Solid knowledge of the problems, issues, philosophies, principles, tactics and procedures related to crowd management and public assembly facility safety and security services
- Extensive knowledge of local, state and federal laws and regulations, court decisions and ordinances that affect security operations
- Must be able to maintain an effective working relationship with clients, employees, exhibitors, patrons, and others encountered during employment
- Excellent verbal and written communication skills, as well as skills in personnel management and interpersonal relations
- Superior customer service and problem-solving skills
- Ability to prioritize tasks and lead a diverse workforce within a fast-paced environment
- Remain flexible and adjust to situations as they occur
- Ability to handle/resolve tense situations and control "unruly" guests
- Work independently, exercising judgement and initiative
- Ability to work flexible hours based on events, including evenings, weekends, and holiday as needed

### **Computer Skills**

To perform this job successfully, an individual should have strong working knowledge of computers and industry standard software systems, including standard Microsoft Windows operating based platforms such as Outlook, Excel, Word, and Publisher

- Ability to use various computer software programs
- Familiar with ALTUM database a plus

#### **Certificates, Licenses, Registrations**

- CPR/First Aid Certified
- Blood Borne Pathogen Certified a plus

#### **Other Qualifications**

Must be able to pass a Background Check

#### **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 move around the facility; to stand for 4-5 hours daily and during events; must have the ability to lift in excess of 35 lbs. This position may require work inside or outside of the building, as needed by events.

#### **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.

**Position offers a full benefits package with a salary of \$52,000 to \$58,000**

#### **To Apply click on link:**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000533612206#/>

Applicants that need reasonable accommodations to complete the application process may contact  
Michelle Keasal  
Lynnwood Convention Center  
Lynnwood, WA  
425-275-0026

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.