

8200 – CROWD CONTROL STAFF

Position reports: Event Services Manager

Date: 11/05

Department: The Lakeland Center

Division: Direct Events

JOB FUNCTION:

Crowd Control Staff I:

An employee in this classification is responsible securing and patrolling facilities in accordance with The Lakeland Center policies and specific event requirements, monitoring patron entrancing and exiting of facilities, preventing unauthorized objects entering facility, monitoring guests safety, maintaining building safety standards, maintaining crowd control, handling patron problems, preventing disruption of events in progress, securing restricted areas and guarding valuables and moneys. An employee in this classification reports directly to the Crowd Control Staff Lead.

Crowd Control Staff II:

In addition to the above, employees in the Crowd Control Staff II classification shall be required to have a proven performance record and have competence in all functions required of Crowd Control Staff I classification and works directly under the supervision of the Crowd Control Staff Lead.

Crowd Control Staff III:

In addition to the above, employees in the Crowd Control Staff III classification shall be required to have a long standing performance record in all areas listed and have shown a successful adherence to all functions required of Crowd Control Staff I & II criteria. Employees in this classification work directly under the supervision of the Crowd Control Staff Lead.

Crowd Control Staff Lead:

An employee in this classification is responsible for supervisor work directing the Crowd Control Staff personnel. Work involves securing and patrolling facilities in accordance with The Lakeland Center policies and specific event requirements, monitoring patron entrancing and exiting of facilities, preventing unauthorized objects entering facility, monitoring guests safety, maintaining building safety standards, maintaining crowd control, handling patron problems, preventing disruption of events in progress, security restricted areas and guarding valuables and moneys. Employees in this classification report directly to the Assistant Crowd Control Staff Supervisor and/or the Crowd Control Staff Supervisor.

Assistant Crowd Control Staff Supervisor:

In addition to the above for Crowd Control Staff Lead, an employee in this classification shall be required to have a proven performance record and have competence in all functions required for Crowd Control Staff I, II, III, and Crowd Control Staff Lead. Employees in this classification report directly to the Crowd Control Staff Supervisor.

Crowd Control Staff Supervisor:

In addition to the above for Crowd Control Staff Lead and Assistant Crowd Control Staff Supervisor, an employee in this classification shall be required to have a proven performance record and have competence in all functions required for Crowd Control Staff I, II, III, Crowd Control Staff Lead and Assistant Crowd Control Staff Supervisor.

ESSENTIAL FUNCTIONS:

Crowd Control Staff I:

1. Responsible for inspecting entrances and exits, restricted areas, and outside building areas.
2. Responsible for maintaining a smooth flow of traffic into facility and performing searches or inspecting articles as required.
3. Responsible for following specific event requirements.
4. Observes and reports suspicious behavior or activities in the interior and exterior of facility.
5. Maintains crowd control and is alert to potential disturbances for prevention measures.
6. Responsible for completing sign-in sheets, time cards and event paperwork.
7. Handles problems and guest complaints in a calm, professional, courteous, and timely manner. Diffuses volatile situations quickly in accordance with The Lakeland Center policies and directs others to appropriate supervisor.
8. Provides special direction of information to guests in regard to handicapped seating, procedures for lost and found articles, restroom locations and specific event information as instructed in regard to assigned event.
9. Keeps railings, walls, aisles, stairs and other areas free of congestion.
10. Monitors crowd for building policy adherence, i.e. smoking, cameras, food/beverage policies and specific event requirements.
11. Monitors facility for accidents and unsafe conditions and reports to the appropriate personnel.
12. Checks facility before, during and after events for damages and lost articles and reports to appropriate personnel.
13. Monitors non-ticketed events and performs duties as event requirements dictate.
14. Expected to follow the established dress and behavior codes.
15. Expected to attend Crowd Control Staff meetings, pre-event meetings and training classes on building policies and procedures as required.
16. Required to perform other duties and job classifications for The Lakeland Center as special and emergency situations or event requirements dictate.

Crowd Control Staff II & III:

1. In addition to the above, monitors non-ticketed events and performs duties as event requirements dictate.

Crowd Control Staff Lead:

1. In addition to the above, directs security staff regarding assigned positions and responsibilities for specific events as required.
2. Responsible for ensuring that security personnel are maintaining a smooth flow of traffic into the facility and that they are performing searches or inspecting articles.
3. Responsible for ensuring that Crowd Control Staff guarding restricted areas are following specific event requirements.

Assistant Crowd Control Staff Supervisor/Crowd Control Staff Supervisor:

1. In addition to the above, including Crowd Control Staff Lead, responsible for scheduling and supervising Crowd Control Staff as event requirements dictate.

KNOWLEDGE, SKILLS & ABILITIES:

Crowd Control Staff I:

1. Ability to read and follow verbal and written instructions.
2. Thorough knowledge of building policies
3. Ability to acquire thorough knowledge of building policies, security procedures and event requirements.
4. Ability to interact with fellow employees and the general public in a positive and professional manner.
5. Ability to issue instructions to guests in regard to building policies/procedures and security measures.
6. Ability to stand for long periods of time and climb stairs to inspect and handle problems, inspect the facility and handle emergency situations.
7. Ability to lift objects or eject patrons as circumstances dictate.
8. Ability to stay alert and observant of surroundings in order to prevent accidents and safety problems.
9. Ability to handle stressful or emergency situations for guest and personal safety.
10. Available to work irregular hours including nights, weekends and holidays.

Crowd Control Staff II:

1. In addition to the above, must exhibit above average skills and proven performance in the Crowd Control Staff I classification.

Crowd Control Staff III:

1. In addition to the above, must exhibit above average skills and proven performance in the Crowd Control Staff I and II classification.

Crowd Control Staff Lead:

1. In addition to the above, must exhibit above average skills and proven performance in the Crowd Control Staff I, II and III classification and have the ability to supervise security personnel.

Assistant Crowd Control Staff Supervisor:

1. In addition to the above, must exhibit excellent skills and proven performance in the Crowd Control Staff I, II, III and Crowd Control Staff Lead classifications and have proven ability to supervise security personnel.

Crowd Control Staff Supervisor:

1. In addition to the above, must exhibit outstanding skills and proven performance in the Crowd Control Staff I, II, III, Crowd Control Staff Lead and Assistant Crowd Control Staff Supervisor classifications.
2. Ability to supervise and discipline security personnel and other Crowd Control Staff as assigned.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

All the positions require the following:

1. High school diploma or its equivalent.
2. Previous customer service experience in a related field.
3. No previous building experience required.