

Rook Security

Purpose

The core purpose of Rook Security is to ensure the safety and security of patrons within the Rook by enforcing rules and policies designed to promote safety and protect the University liquor license. In addition to enforcing responsible liquor consumption, security staff also monitor for maximum capacity limits, regularly surveil for hazards, and enforce COVID-19 requirements when applicable.

At the same time, Rook Security staff are committed to fostering equity and compassion while ensuring safety and security for patrons. This approach includes but is not limited to their understanding of harm reduction, bystander intervention techniques, and safe alcohol consumption practices. The ideal candidate should be respectful of the space and those who use it, many of whom come from different backgrounds and intersectional identities. Individuals in this role must be confident and proficient communicators, who are willing to handle and de-escalate verbal confrontations. Security staff should be firm and assertive, but also sensitive to the diverse needs of the community they serve.

Job Classification

Level 3

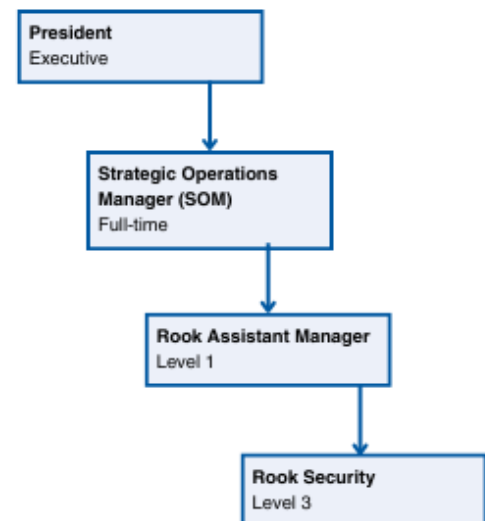
Compensation

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 12%.

This position is part-time, with hours scheduled as needed depending on business. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

Reporting and Supervision

This position reports to the Rook Assistant Manager and the Strategic Operations Manager (SOM).



Duties and Responsibilities

Essential Duties

- Enforce rules and policies to protect the University liquor license and promote safety and security within the Campus Pub.
- Provide access control to ensure minors are not served alcohol and those of legal age are not purchasing for minors.
- Enforce responsible liquor consumption in conjunction with staff.

- Observe patron behaviour, identify unsafe behaviours, or those inconsistent with MSVU values and take appropriate action.
- Monitor for maximum capacity limits and enforce COVID-19 requirements.
- Monitor patrons and report any problems to the Rook Assistant Manager.
 - Urgent matters that are not related to safety and security should be reported to relevant available supervisors or managers on-duty, such as the Rook Assistant Manager, SOM, or President.
 - Emergencies should be reported to authorities such as MSVU Campus Security and/or the Halifax Regional Police.

Other Duties

- Contribute to the completion of accurate incident reports alongside the on-duty manager, which may be shared with MSVU Campus Security.

Key Responsibilities

- Engage with Campus Security and/or private security firms during events and emergency situations as required.
- Make recommendations to the Rook Assistant Manager and Strategic Operations Manager on proposed action and/or repercussions for poor behaviour or failure to follow established Pub rules, including temporary or permanent bans on future use of the pub.

Governance and Service

- There are no governance or service responsibilities with this position.

Required Qualifications

Persons in this position must be over the age of 19 and be able to pass an enhanced criminal record check, as this role involves the sale and service of alcohol.

Education and Certifications

- Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.
- Hold or be able to obtain Serve Right certification, Basic Food Safety certification, First Aid and CPR/AED certification, Mental Health First Aid.
- Have taken or be willing to take Bystander Intervention Training, and any other training or certification as may be deemed appropriate by the MSVUSU or are required by Law.

Experience

Prior experience in safety and security, customer service, and hospitality industries is an asset but is not required.

Knowledge, Skill and Abilities

- Knowledge or familiarity of NS liquor requirements within a pub or bar environment is expected and required and will be refreshed upon hiring.
- The ideal candidate is observant and has strong attention to detail and their environment; this is normally complemented by strong verbal communication skills.
- Provide excellent customer service that includes being non-judgmental and understanding the importance of confidentiality.
- Proficiency in using various software and technology tools, such as office 365, and social media platforms.
- Strong communication skills, both written and verbal.

- Ability to stand, walk, bend, etc. for extended periods and lift up to 25 lbs.

Behavioural Competencies

- Positive, engaging personality, and professional appearance
- Ability to work calmly and effectively under pressure
- Exceptional interpersonal and communication skills
- Supportive and team-oriented
- Successful candidates will undergo a criminal record check
- Availability to work afternoons, evenings, and some weekends and holidays
- Security staff should be firm and assertive, but also respectful of the space and those who use it, many of whom come from different backgrounds and intersectional identities.
- Ability to stand for long periods of time (up to 5 hours) and be mentally alert during their scheduled shifts.

Preferred Qualifications

Previous experience in a security position in a similar establishment. Previous hospitality and/or customer service experience.

Labor Expectations and Working Conditions

The Rook is a cafe and pub located at Mount Saint Vincent University (MSVU) in Halifax, Nova Scotia, Canada. The establishment is committed to positive consent culture and harm reduction, which are values that promote a safe and respectful environment for all patrons and staff. The cafe serves coffee and tea, as well as a mix of alcoholic and non-alcoholic beverages. The Rook is licensed as a wet/dry bar, which means we allow patrons under the age of 19 to be in the Rook so long as they do not purchase or consume any alcoholic beverages.

The Rook has a cozy and relaxed atmosphere with comfortable seating and an outdoor patio area. The decor features a mix of modern and vintage elements, creating a unique and inviting space for students, faculty, and staff of MSVU to socialize, study, and relax. The Rook offers various food and beverage specials and hosts programming events, such as open mic nights, trivia nights, and live music performances.

People in this position will be standing for extended periods, need to bend and stretch, be exposed to noise and high volume, and be dealing with potentially difficult customers. This establishment serves alcohol, and so some customers will be inebriated, and may do or say inappropriate things. Persons in this position will need to intervene when customers exhibit inappropriate behavior. Training is provided on how to do this in an appropriate way. This can be stressful.