



## GSS Venue Manager & Deputy Venue Manager Job Description

Contemporary Security Canada (CSC) is hiring Venue Managers (VM) and Deputy Venue Managers for the Vancouver 2010 Olympic and Paralympic Winter Games. This challenging and rewarding position will be responsible for the coordination and delivery of Games security screening (GSS) operations and management of the GSS workforce at assigned Olympic and Paralympic Venues.

### RESPONSIBILITIES

- Manage and supervise GSS security screening operations at an assigned Venue; ensuring a high level of service is delivered to our client (RCMP) and other Olympic stakeholders.
- Provide exceptional leadership and management for assigned GSS Supervisors and GSS operators.
- Develop effective relationships with the Venue Police Commander, Police Watch NCO and the VANOC Venue Management.
- Prepare daily shift briefings to GSS Supervisors and submit a daily GSS Venue Operations Summary Report to CSC Operations Response Centre.
- Demonstrate a comprehensive knowledge of GSS Standard Operating Procedures and reporting processes.
- Investigate and resolve any service level complaints in a timely fashion.
- Perform other administrative tasks as required.

### QUALIFICATIONS & SELECTION CRITERIA

- Bachelor's Degree or equivalent in related courses, certifications or professional experience
- Minimum of five (5) years for Venue Managers and three (3) years for Deputy VMs leading and managing teams of more than 20 personnel
- Olympic and or Major Events experience would be highly regarded.
- Self motivated and proactive; results oriented and committed to leadership.
- Able to pass a Vancouver 2010 Integrated Security Unit security check and meet the licensing requirements of the British Columbia Security Services Act and Regulations, which includes a Police criminal record check and request for fingerprinting.
- Able to pass the Basic Security Training course and exam
- Excellence in English (verbal and written communication), French is an asset.
- Competent in Microsoft Office 2003 / 2007 including Word, Excel, PowerPoint and Outlook.

### CONTRACT TERMS & CONDITIONS

- Commencement date: 7 December 2009 – mid March 2010; includes a comprehensive GSS Venue Management development training program
- Competitive salary package & completion incentives

### APPLICATIONS

- Qualified candidates are invited to forward a cover letter and resume to [alicia.alfano@contemporarysecurity.ca](mailto:alicia.alfano@contemporarysecurity.ca) no later than November 5, 2009
- For more information, visit [www.hireme2010.com](http://www.hireme2010.com)