

## **Duty Manager (24/7)**

### **Skills/Experience Required**

- √ Broad previous residential security condominium experience.
- √ Clean driving abstract.
- √ Exceptional verbal and written communication skills.
- √ Tech savvy.
- √ Strong critical thinking skills.
- √ Strong problem-solving skills.
- √ Demonstrated tact and diplomacy.
- √ Management background/experience in multi-site operations, including performance management of staff, hiring/terminations.

### **Summary of Role**

This is a 24/7 rotational role, reporting to the Operations Director/Manager. The duty manager will be responsible for dealing with all incident investigations and resolutions in real-time. They will assist site supervisors on performance management of their teams. They will liaise with property management and attend meetings where the Client Engagement Manager isn't required. In conjunction with the Training Compliance Manager and the Recruiter, they will be responsible for defining, communicating and evaluating new hire requirements, employee placement decisions and training requirements.

### **Responsibilities**

- Direct and coordinate the detection, prevention and investigation of incidents, offering guidance and expertise, and ensuring that procedures are conducted in accordance with laws and regulations.
- Direct collection, preparation and handling of evidence, conduct employee interview and order questions of witnesses.
- Establish contact and maintain excellent relationships with condominium corporation management.
- Control, monitor and evaluate the work of subordinate staff, and authorize promotions and transfers in-line with standard operating procedures (SOPs).
- Inform personnel of changes in regulations and policies, implications of new or amended laws, and new techniques of security work, and train staff in proper work procedures.
- Investigate charges of misconduct against staff and make recommendations to Senior Management Team (SMT).

- Maintain incident logs, prepare daily handover reports, direct the preparation, handling and maintenance of departmental/company records, and manage unit's other administrative tasks.
- Respond directly to or ensure Site Supervisors responds to incidents within service level agreements and in-line with SOPs.
- Interview and hire and implement disciplinary action as needed in consultation with Human Resources.
- Monitor and ensure self and subordinate employees are in compliance with company and customer policies and laws.
- Provide leadership and manage multiple sites: make decisions, solve problems, update records/files.
- Conduct meetings when necessary and represent site/company at internal and external meetings.
- Report all health and safety incidents in line with SOP to senior management team.
- Coach, counsel and motivate employees.
- Investigate complaints or performance concerns and report to HR.
- Complete yearly staff performance reviews for Site Supervisors.
- Manage and ensure effective employee relations, sustaining an ethical, non-discriminatory and safe work environment.
- Identify and solve employee problems, manage conflict, respond to concerns in line with SOP.
- Approval for leave and overtime In-line with leave and overtime (reduction) SOP.
- Regularly provide feedback on site performance to CEMs.

#### Key Performance Metrics/Expectations:

- √ Reduction in overtime
- √ Adherence to service level agreement standards
- √ Effectiveness of problem resolution including identifying and addressing root causes and decision-making