

This is an ***exciting opportunity*** for an exceptional individual, seeking a career in management and looking to grow within the company.

As one of our ***Site Supervisors***, you will be an ambassador for our company, and the senior team member on duty. You will have exceptional customer service skills and leadership qualities. The importance of your role cannot be stressed enough, thus expectations are high.

To help and assist you in being successful in this role, we take your on-boarding seriously. With thorough training and support from the start, we will encourage you in developing your potential by offering various internal training and management programs, thus creating a clear career path with our company.

✓ **Full-Time: M - F // Day Shift (i.e. 7-3)**

Key Responsibilities:

- Interpret and ensure self and subordinate employees are in compliance with company and customer policies and laws
- Provide leadership and manage multiple sites, make important decisions, solve problems, and record/file
- Conduct meetings when necessary, and represent site/company at internal and external meetings
- Report to area manager all health and safety incidents in line with SOP
- Provide new Concierge Security on-the-job training for staff in line with Training Department SOP
- Coach, counsel and motivate employees
- Investigate complaints or performance concerns and report to Area Manager
- Assist Area Manager in the evaluation of site supervisors and complete yearly performance reviews
- Implement disciplinary action as needed in consultation with the Area Manager
- Manage and ensure effective employee labour relations; create an ethical, non-discriminatory and safe work environment.
- Identify and solve employee problems, manage conflict, and respond to grievances in line with SOP
- Approval for leave and overtime (out of hours of Area Manager), in line with leave and overtime (reduction) SOP.
- Assist and support Area Managers in other duties as and when required

Qualifications:

- Strong Command of the English language
- Excellent interpersonal, verbal, and written communication skills
- Proven ability to manage resource assignment in accordance with customer needs and requirements
- Ability to track and analyze short, medium and long-term scheduling trends

- Skilled at identifying critical issues quickly and accurately and implementing established SOP solutions
- Proven skills in building relationships with individuals at all levels of an organization
- Superior customer service skills and telephone etiquette
- Ability to multi-task and prioritize workflow
- Strong analytical, conceptual and organizational skills
- Proficiency with Google and Microsoft Office applications
- Well groomed and professional with regard to all aspects of security
- Condominium and Management experience
- Demonstrate tact, discretion & professionalism at all times
- Police Foundations / Law Enforcement diploma an asset

Applicants must hold a valid Ontario Ministry of Community Safety and Correctional Services Security License, First Aid & CPR, WHMIS, and have experience working in a condominium setting.

Comprehensive Health Benefits available after 3 months for full-time employees.

If you are interested in applying, please forward your cover letter and resume to:

recruitment@pillarsecurity.ca