

Mobile Support:

Specific duties performed and essential functions (but not limited to):

- Interpret 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, records/files.
- 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 mobile support orientation, including 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 and Human Resources
- Manage and ensure effective employee labour relations, create an ethical, non-discriminatory and safe work environment.
- Identify and solve employee problems, manage conflict, 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.

The Ideal Candidate:

Formal Education

- Completion of high school diploma or equivalent
- Experience supervising others

Skills Required:

- Excellent 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 working effectively and building relationships with individuals at all levels of an organization
- Superb customer service and phone handling skills
- Proactive in assessing competing priorities and negotiating a resolution acceptable to everyone involved
- Strong analytical, conceptual and organizational skills

- Proficiency with Google and Microsoft Office applications

Requirements:

- Valid Ontario Ministry of Community Safety and Correctional Services Security License
- Clean Driver's abstract
- Flexible in work schedule.
- Available to work anytime in GTA. (week / weekends / overnight)
- Well groomed and professional with regard to all aspects of security
- Able to work in a team environment
- Excellent communication skills
- Condominium Experience
- Site Inspection
- Investigate Incidents
- Demonstrate tact, discretion & professionalism at all times

- Knowledge of current Security Industry Reporting and Access program

- Police Foundations / Law Enforcement diploma would be an asset

Benefits:

- Comprehensive Group Health and Benefits package

Expectations:

Everyone who works as part of the Pillar Security team is expected to deliver the Pillar Security Difference: by aiming to add the maximum value to our products and services, always looking for ways to redefine best practice, striving to do things better next time, ensure our customers receive the best possible value for their spend and never take even the smallest detail for granted!