

# Bala Bay Inn

## Job Description

**Position Title:** Security Personal

**Reports To:** Owner & Director of Operations, Housekeeping & Security Supervisor

**Position Time Frame:** June - September

**Purpose & Major Responsibility:** The Security Personal acts as a main figure in the hotel's operation. They work closely with Managers and Owners to help them and ensure everything goes smoothly and safely. When people have concerns with safety and security they will seek out this individual. Maintaining composure and problem solving are the best skills one can have. This job consists of a myriad of stable and altering responsibilities – mainly ensure the safety of the hotel property, its employees, its patrons, and its financial paperwork. This position gives the employee an excellent overview of how the entire hotel operates, and for anyone pursuing hotel management it would be an ideal job. This individual must be flexible to step outside of their job description and help out in other areas of the hotel when needed.

**Staff Responsible For:** safety of all employees and guests in hotel.

### Main Duties & Activities:

- Teaches and enforces safety regulations at the work site
- Establishes security patrol priorities
- Assist the Hotel Director in identifying high risk areas, and initiates actions to reduce
- Performs all duties of a security guard
- Prepared daily and periodic reports on hotel operations
- Takes predetermine action and renders first aid in emergencies such as accident, fire, and silliness
- Assist in development of security policy and procedures.
- Smiling all the time & being polite to all patrons
- Dealing with people constantly over the phone, in person and on the Internet whilst maintaining a professional attitude
- Maintaining Key inventory for all keys in the hotel.
- Issuing of keys to persons working in the hotel
- Ensuring all the money behind the front desk stays safe and concealed
- Ensuring all the money behind the bar stays safe and concealed
- Dealing with guests' concerns in a professional, helpful and caring manner

### Other Duties & Activities

- Dealing with technology constantly (including printers, fax machines, computers, TD machines, telephones, cell phones, DVD players, VCR's, etc.)
- Preparing check-in and check-out documents for guests' easy arrivals and departures
- Maintaining a high level of communication with all staff members (especially those behind the front desk who are on shift after you). This is accomplished by utilizing the Front Desk Communication Book which is read at the beginning of each shift.
- Ensuring all pick-ups and deliveries go smoothly (preparing the pick-up, calling Purolator, etc.) In charge of double-checking all the items delivered match the invoice you signed for.

P.O. Box 258 3063 MUSKOKA ROAD HWY 169 BALA, ONTARIO, CANADA POC 1A0 T: 705.762.3313 TF: 1.866.268.1453 WWW.BALABAYINN.COM



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- Showing the Inn to guests – offering room tours to drop in guests
- Selling the Inn and all it has to offer to guests over the phone, on the internet and in person
- Responsible for confidential passwords and documents
- Troubleshooting technology on a regular basis
- Giving directions to guests (know the area well!)
- Signing people in and out of the Sign In book with approval. Note often if they are accurately recording their times and if their 15 minute breaks are allotted for.
- Adding and assisting in maintenance problems to clip board & following up to see that jobs are done.
- Doing errands around Bala and further (such as Orillia, Barrie, Bracebridge and Gravenhurst) for example picking up laundry, picking up certain necessities for the front desk or the kitchen, office supplies or liquor orders, etc.
- Doing hotel laundry overnight. Required to put in and take out of machines.
- Creating instructions and directions for a myriad of things (including DVD players, Air Conditioners, certain computer programs, etc)
- Hotel representative for Health and Safety
- Responsible for compliant with WSIB, Fire Marshal, and Health Inspector regulations, and follow up on any claims

### Assets:

- Excellent knowledge of computers – both hardware and software, Microsoft Word, Microsoft Excel, Various software used in the hotel (Pronto, Silverware)
- Previous security experience (1-2 years)
- Able to lift 50 pounds
- Physically fit for job requirements
- Previous leadership and mentoring experience
- Excellent basic math skills
- Organizationally driven
- Comfortable, confident and friendly around and towards people
- Excellent problem-solving skills
- Familiarity with the local tourist destinations or attractions
- Enthusiasm, dependability and punctuation a must!

**Advancement opportunities:** Security Manager, Front Desk Manager,

**Hours/ Wage:** 25 to 44 hours per week – based on business levels, Competitive Remuneration, hourly rates to be negotiated.

