



## **Security**

**Cape Cod Melody Tent is seeking seasonal Security Staff.**

**Must be available June – Labor Day 2019; day and evening shifts available.**

To qualify for this position, you must be willing to commit to working the whole summer season including weekend and evening shifts.

## **Responsibilities:**

- Facilitate and maintain upbeat, professional, safe environment for patrons and visitors.
- Ability to greet patrons and visitors in a courteous and professional manner.
- Past experience and knowledge of effective Security Operations
- Familiar with policies, procedures, and strategies to promote effective security operations for the protection of people, property, and institutions.
- Able to maintain order and ensure adherence to safety rules, including crowd management and fire department regulations.
- Enforce compliance with show-specific guidance, such as use of electronic devices.
- Provide guidance and direction in handling complaints or disputes, or otherwise negotiating with others.
- Investigate disruptive, unsafe, or suspicious activities. As needed, warn persons of rule infractions or safety concerns, and escort violators from premises as required.
- Develop thorough knowledge of venue and immediate vicinity.
- Operate metal detecting devices to screen individuals and calmly prevent passage of prohibited articles into restricted areas
- Become familiar with and prepare to implement emergency evacuation protocol.
- Monitor and assess surroundings, evaluate situations and determine appropriate response in coordination with security staff and management, while remaining sensitive to atmosphere of the live music environment.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to protect safety, guard against theft, and maintain security of restricted areas.
- Circulate among visitors, patrons, and employees to preserve order and protect property.
- Reports to the Head of Security and Coordinates with him/her to determine appropriate responses to escalated circumstances
- Coordinates with Head of Security to determine when to request emergency personnel.
- Submit concise accurate incident reports in a timely manner for irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.



**Security Staff - Required Skills and Qualifications:**

- Knowledge of relevant policies, procedures, and strategies to promote effective security operations for the protection of people, property, and institutions.
- Provide professional and courteous service to preserve safety and security for all
- Responsible for providing guidance and assistance in emergency situations
- Communicate and coordinate effectively with management and peers
- Sensitivity in addressing safety and security with customers
- Safely guide and assist customers, including through crowded uneven surfaces
- Dependable and able to maintain composure with the public and coworkers at all times
- Formal public safety, event safety, or crowd management training and experience a plus
- Able to stand for the duration of a performance/shift
- Able to lift 50 pounds
- Reliable transportation to and from work

*Cape Cod Melody Tent, located in Hyannis, MA, is a 2300 seat all-ages, seasonal, tented outdoor theater. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 63 years.*

*Apply online at <http://www.melodytent.org/contact/employment-opportunities/>*