



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Security/ CCTV Operator
Department:	Security
Reports To:	Safety and Security Manager

Job Scope

Under the general direction of the Safety and Security Manager or his / her designate and within the limits of established Hotel's policies and procedures, the Security/ CCTV Operator is responsible for supervising external security personnel as well as enhancement of controls and investigations

Key Relationships

Security Supervisor, External Security Personnel, Team Members, Colleagues and Guests.

Key Job Responsibilities

- Supervises contracted security guards.
- Monitors security feeds and conduct daily physical hazard inspection.
- Respond to accidents and assist guests/employees during emergency situations
- Prepares daily incident reports in the Security Occurrence Book including taking and handing over.
- Ensures that all allegations of crime and other incidents are promptly investigated, recorded and recommendations made to the Security Manager between one and two days.
- Ensures compliance with fire and safety and emergency procedures.
- Ensures hotel guests are not harassed by undesirable persons within the hotel and its immediate surroundings.
- Detects and prevents crime.
- Knowledgeable of all Hotel's Safety and Security policies
- Perform any other duties and special projects as assigned.



Self Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your Line Manager.



Background, Skills and Experience

- A Bachelor’s Degree or its Equivalent. A certification in CCTV Technology will be an added advantage.
- Minimum of 3 years’ experience in a similar role in a Five Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- Ability to pay attention to details.
- Ability to exercise good judgement and maintain a professional demeanor
- Good Customer Relations and Problem Solving Skills

Declaration:

I..... have read and understood the responsibilities required of me in my duties as an employee of Lagos Continental Hotel and promise to observe and perform my duties diligently while in employment of the hotel.

Employee signature.....

Date.....