



Get Up and Go!

JOB DESCRIPTION

POSITION: **UNIFORM SECURITY**

REPORTS TO: Chief of Uniformed Security or his/her designee.

FACILITIES: Erie Insurance Arena
UPMC Park
Warner Theatre
Bayfront Convention Center

POSITION SUMMARY: Uniform Security is responsible for ensuring patrons abide by Erie Events rules and regulations during events in Erie Events facilities. Uniformed Security may be required to assist in the physical removal of unruly, drunk, disorderly or otherwise violent persons. Uniformed security must extend all human courtesies to patrons, performers and staff. Uniformed Security is responsible for other duties as may be determined by the Chief of Uniformed Security.

QUALIFICATIONS: High school diploma or equivalent. Must be level headed, conscientious, and enjoy working with people. Must have excellent communication skills, be able to follow directions and exhibit objective reasonableness and common sense. Previous law enforcement experience is desired but not required. Event Security must have a working knowledge of the Pennsylvania Crimes Code: specifically dealing with the Use of Force. He/she must be able to walk, climb, sit, stand, lift 50 lbs. and have manual dexterity and motor coordination. He/she must be bondable and pass a security/reference check.

SALARY: \$20.00/Hour



Job Description Detail

- Monitor patrons at admission through conducting a visual inspection of persons and property to ensure prohibited items such as bottles, cans, weapons, and other prohibited items are not brought into the facility. Confiscated items are to be collected and turned over to supervisor.
- Monitor, protect and control areas related to the performance stage area, dressing room corridors, backstage, bus and truck production areas and related equipment. Uniformed Security shall protect the security and privacy of performers. No autographs or photographs. Some security positions may be outside.
- Maintain designated position until event is over and building is empty unless relieved by supervisor or designee. Some/most of these positions will not be in a position to view the entertainment.
- Clear and check facility upon the conclusion of the event to ensure appropriate areas are vacated in a timely manner.
- Assist in investigating and appropriately resolving complaints received from patrons.
- Follow established Erie Events protocol for first aid emergencies, evacuations, patron ejections etc.
- Complete written accident/incident form for all patron accidents, injuries, ejections or arrests.
- Follow dress code for all Uniformed Security personnel. This may vary per event type. Sport coats, shirt and ties are required for certain events.
- Adhere to all Erie Events rules and regulations per Erie Events Employee Handbook.
- Enforce facility rules and regulations per Erie Events Event Handbook.
- Assist in providing an overall **enjoyable**, safe and orderly event for the protection and enjoyment of the patrons, employees and artists.
- Performs related functions as directed by supervisors.



General Uniformed Security Rules and Regulations

- Report to work on time to assigned location.
- Be in designated position standing when doors are open.
- Do not leave or switch positions with other Uniformed Security unless approved by supervisor.
- Inform supervisor prior to leaving designated location
- Maintain designated position until the event is over, lights are on and you are released by your supervisor.
- No smoking, drinking or drug use is permitted.
- No abusive or profane language will be permitted. If patrons swear at you, you do not swear back.
- All questions concerning event crowds, behavior, incidents, security procedures and man power should be referred to the Chief of Uniformed Security.
- Uniformed Security personnel do not give press interviews.
- Uniformed Security are “in the trenches” with our patrons and it is required that we extend all normal and customary courtesies to our guests while attending events in Erie County Convention Center Authority Facilities.

IMPORTANT

Physical restraint should only be used as a last resort and when absolutely necessary. Keep your hands off people whenever possible. No pushing, grabbing, punching, etc. Any physical contact should be limited to what is necessary to protect oneself or other patrons from physical injury.

All incidents involving patrons ejected from facility or physical contact must be provided verbally and in writing before the conclusion of the work shift by completing the Erie Events incident report.

