



**Seasonal: Part-Time Security Supervisor (May – September)
Cape Cod Melody Tent, Hyannis MA**

The Security Supervisor role at the Cape Cod Melody Tent (CCMT) is considered our lead security employee. The position will report directly to the CCMT Operations Manager and the SSPA General Manager. They will be responsible for executing training on security staff in regard to entrance policies, positions, handling of incidents, etc. The Security Supervisor is a de-escalation role that is expected to help ensure all of our guests are able to enjoy their time at the venue.

Duties/Responsibilities:

- Training all security staff on how to de-escalate issues, work with our guests, scan for prohibited items at entrance, and enforce backstage and artist's show specific policies.
- Work directly with the Operations Manager on how to minimize conflict and maintain a "guest-first" mindset while keeping the facility, guests, and employees safe.
- Monitor, assess and evaluate situations to determine appropriate response in coordination with security staff and management.
- Investigate disruptive, unsafe or suspicious activities, warn persons of infractions and escort violators of property if needed.
- Learn and prepare to implement emergency evacuation protocol.
- Monitor entrance and departure of all persons for safety and guard against theft
- Submit concise and accurate incident reports in a timely manner for irregularities.
- Efficiently position staff throughout the night to ensure everyone's safety during an event.

Qualifications:

- Experience in dealing with crisis management, handling complaints and disputes and knowledge of proper procedures to promote effective security operations.
- Ability to work effectively with a wide variety of people including management and peers.
- Courteously and respectfully handle security issues
- Formal public safety, event safety, or crowd management training and experience a plus

Physical Demands/ Working Environment:

- Must be available for ALL show dates in the Season, from June - September
- Able to lift 50 pounds
- Prolonged periods of standing, bending, walking, twisting, and climbing stairs
- Ability to work outside in varying temperatures, fast-paced and often loud environment
- Reliable transportation to and from work