



Security Officer

Positions Available: Casual

Compensation: \$19.88 per Hour + Commuter Benefit

Start Date: As soon as possible

Application Closing Date: Until Position is filled

The Forks North Portage Partnership is looking to expand our team with friendly support staff who share a love of our community and who truly care about the visitor experience. Our indoor and outdoor spaces at The Forks, are home to an energetic, fun, and welcoming work environment at our city's meeting place.

The Security Officer main roles are maintaining a safe, and secure environment for employees, visitors, and guests while upholding the highest standards of customer service at The Forks, a historically significant gathering place in Winnipeg, Canada. Reporting directly to the security supervisors, security officers will foster empathetic and connection-based relationships within the diverse community of our site, creating a community safety culture that is inclusive, and fostering of a safe space.

Working Relationships:

- Build trust and rapport with visitors, guests, and employees, promoting a safe and welcoming atmosphere.
- Work as part of a cohesive team dedicated to ensuring the security and well-being of all.
- Communicate safety concerns, offer insights for improvements, and participate in creating a secure environment with leadership.
- Builds and maintains positive relationships with external contacts, including community outreach agencies and adjacent stakeholder organizations, for effective collaboration during incidents.

Skills Required:

- Required to maintain valid MB Security Guard Licence, MB OHS accredited First aid (intermediate), and smart choices certification.
- Capacity to walk, kneel, stand, travel stairs, and ride a bike, for up to, but not limited to 8+ hours, to maintain a safety and security presence on a site that spans approximately 52 acres.
- Capable of lifting + push/pull up to 50lbs.
- Exceptional interpersonal skills to connect with community members, address concerns, and provide assistance while demonstrating empathy and understanding.
- Proficiency in resolving conflicts peacefully, de-escalating situations, and maintaining a calm demeanor under pressure.
- The ability to attentively listen to community members' needs, concerns, and feedback, providing appropriate responses and support.
- Skillful response to emergencies, following established procedures while prioritizing safety and community well-being.
- Awareness and respect for diverse cultures, languages, and backgrounds, ensuring an inclusive and welcoming environment for all.
- Effective collaboration with colleagues and other departments to achieve shared goals of community safety and security.
- Keen attention to detail and situational awareness to identify potential risks or safety hazards.
- A dedication to providing a high level of customer service by assisting visitors, answering questions, and offering guidance.



Responsibilities:

- Establish trust and connections with community members by being approachable, responsive, and attentive to their needs and concerns.
- Maintain the integrity and security of the Market, and The Forks North Portage property, completing required daily duties, locks ups, and patrolling presence throughout the site.
- Address conflicts or disturbances with empathy, aiming for peaceful resolutions, and involving law enforcement only when necessary.
- Provide assistance, information, and guidance to community members, ensuring their comfort and safety.
- Respond promptly and compassionately to incidents and emergencies, following established safety protocols and communicating effectively with local authorities and management.
- Conduct regular safety inspections with a focus on maintaining a safe and inclusive environment for all community members. Report issues to appropriate parties in order to mitigate or remediate concerns of graffiti, spills, and overall site cleanliness and appearance.
- Maintain accurate records and incident reports, documenting interactions and security-related activities.
- Promote an environment of cultural sensitivity and inclusivity, respecting the diverse backgrounds and languages of community members.
- Continuously improve skills and knowledge through training, with a focus on community-centered safety practices.

Please apply with a cover letter and resume to jobs@theforks.com. We thank all applicants; however only those selected for further consideration will be contacted.

The Forks is the city's meeting place, open and accessible to all. We want our team to be reflective of the community we are honoured to call home. We are actively seeking a diverse mix of talented people who want to do their best work.

As an employer, The Forks North Portage is focused on equality and inclusivity in our hiring practices. We support diversity of race, gender, sexual orientation, physical or mental ability, religion, ethnicity, and nationality. We strongly encourage those who identify as BIPOC and/or 2SLGBTQ+ to apply.