



1. GENERAL INFORMATION OF THE POSITION

JOB TITLE	AREA
Shift Leader	Operations
REPORTS TO:	SUBAREA
Head of Service	Operations

JOB MISSION

Observe, control and monitor the locations assigned to him, strictly complying with the general and specific instructions provided for his position, in order to prevent any negative impact action against the people or assets under his charge, reporting any vulnerability observed for the immediate control actions.

2. JOB SPECIFIC REQUIREMENTS

ACADEMIC DEGREE	ACADEMIC TRAINING
High School	High School
SPECIFIC TRAINING	ESPECIFIC EXPERIENCE
High School	Private Security
LANGUAGE	TIME OF EXPERIENCE
NA	3 years at least

3. FUNCTION DESCRIPTIONS

N°		SPECIFIC OBJECTIVES OF THE POSITION (WHAT)
1		Ensures compliance with applicable sections of the company's standard operating policies, procedures and safety manual.
2		Ensures site security policies and procedures are followed.
3		Ensures that all employees participate and comply with the annual training requirements established by the company.
N°		FUNCTIONS (HOW)
1		Provides daily supervision, assists in staff orientation, development and retention, and ensures proper conduct and appearance of all employees under their supervision.
2		He carries out all responsibilities honestly, ethically and professionally, provides a courteous and pleasant interaction with each collaborator and visitor to the site.
3		Reviews and investigates all internal complaints and administers appropriate disciplinary actions.
4		Inspects sites to ensure adequate coverage and compliance with associated regulations.
5		Assists in the inspection of each security post, verifying the cleanliness, the manual of subsequent procedures and the lists of necessary emergency calls.
6		Meets new hires to ensure they perform effectively and understands the various aspects of their positions, oversees development programs to ensure staff are compliant.
7		Observe, investigate and report suspicious activity.
8		Responds to all site emergencies and directs security activities.
9		Ensures that security personnel on duty respond and react appropriately in accordance with company Procedures.

4. RELATED AREAS

INSIDE	OUTSIDE
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Operations

Clients

5. ORGANIZATIONAL COMPETENCIES

GENERALES
Troubleshooting
Leadership
Planning

ESPECÍFICAS
Distribution of tasks
Assertive communication
Ability to observe and listen

6. JOB RESPONSABILITIES

DECISION-MAKING AND INFLUENCE
Guides the team to achieve objectives

OF MATERIALS AND / OR EQUIPMENT
Assigned teams

LEVEL OF RESPONSIBILITY
Execute objectives

LIDERSHIP
Leadership with a work group

POSITIONS UNDER YOUR POSITION
Security Guard

