

**Job Title:** Security Guard

**Location:** Grand Panama Beach Resort

**Reports To:** Property Manager

**Job Description:**

The Security Guard at Grand Panama Beach Resort will be responsible for ensuring the safety and security of the residents, guests, staff, and property within the condominium community. This individual will patrol the premises, monitor security systems, enforce rules and regulations, and help as needed to maintain a safe living environment.

**Key Responsibilities:**

**1. Patrolling & Surveillance:**

- Regularly patrol the condominium property (interior and exterior), including common areas, parking lots, building entrances, and perimeter. This includes all common areas on an hourly basis. Use scanning system for patrols.
- Monitor surveillance cameras and alarm systems to identify suspicious activity, when needed.
- Ensure doors, gates, and access points are secure. The gate next to Tiki 2 needs to be locked nightly at 10:00 p.m. All pool areas locked at 10:00 p.m.

**2. Access Control:**

- Monitor, control and help maintain vehicle registrations for proper identification.
- Utilize the booting system when necessary for unauthorized or improperly parked vehicles. Follow booting policy and get approval from CAM or Board security liaison.
- Tow vehicles when necessary, after reporting the violation and getting approval from CAM or board security liaison.
- Enforce the vendor parking policies and vendor restrictions on luggage carts.
- Ensure that only authorized individuals have access to the property by checking wristbands. Wristbands must be worn on property.

**3. Incident Response:**

- Respond to emergencies, alarms, or disturbances promptly.
- Assist in evacuations during fire drills, emergencies, or other incidents.
- Report any unusual or suspicious behavior to the property management or law enforcement.

**4. Safety & Security Enforcement:**

- Enforce condominium association rules and regulations related to resident behavior and property usage.

- Check all pets for proper sleeves. All guest pets should have an orange sleeve (or blue for Emotional Support or Red for Service) with departure date and unit number. Owner sleeves are green. Any pet on property without sleeves should be referred to the registration desk.
- Enforce all pet policies for guests and owners. No pets in common areas such as the pool, pool decks, Tiki Hut, etc.
- Assist residents with any safety concerns or questions.
- Report safety hazards and maintenance issues to the maintenance supervisor and property manager.
- Secure pool deck furniture in front of Tower 1, on Tower 2 pool deck, Tiki areas, and Tower 2 3<sup>rd</sup> level in case of high winds or bad weather when maintenance is unavailable. Leave an incident report for maintenance.

**5. Reporting & Documentation:**

- Prepare incident reports for any security-related events, accidents, or violations and turn into CAM.
- Maintain accurate logs of activities, including patrol routes, visitor logs, and emergency responses.
- Communicate any security concerns or irregularities to management in a timely manner.

**6. Customer Service:**

- Provide excellent customer service to residents and guests by assisting with directions, answering questions, and maintaining a friendly and professional demeanor.
- Handle disputes or conflicts that may arise in a calm and professional manner.

**7. Collaboration:**

- Work closely with the property management team, other staff, and residents to ensure a safe and secure living environment.
- Coordinate with local law enforcement and emergency responders when necessary.

**Qualifications:**

- High school diploma or equivalent.
- Previous security or law enforcement experience preferred, but not required.
- Knowledge of security protocols and emergency response procedures.
- Ability to operate security equipment, such as surveillance cameras and alarm systems.

- Strong communication and interpersonal skills.
- Ability to work independently and make quick decisions in emergencies.
- Physical fitness to perform routine patrols and respond to incidents.
- Must be reliable, punctual, and have a strong attention to detail.
- Ability to work flexible hours, including nights, weekends, and holidays, if needed.

**Physical Requirements:**

- Ability to walk, stand, and patrol for extended periods.
- Ability to lift up to 25 pounds when necessary (e.g., packages, equipment).
- Ability to respond quickly in case of emergencies.
- Must maintain a clean, well-groomed appearance for a positive impression on guests and owners.
- Must wear appropriate uniform as assigned.

**Work Environment:**

- The Security Guard will be stationed at the condominium property, with regular patrols inside and outside the premises.
- The role may involve exposure to various weather conditions when patrolling the grounds.

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This position is crucial to ensuring that the Grand Panama Beach Resort maintains a safe and secure environment for all residents, staff, and visitors. The Security Guard plays a key role in maintaining order, responding to incidents, and upholding the community's safety standards.