



FESTIVAL OF ARTS/PAGEANT OF THE MASTERS

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Safety and Security Manager

Festival of Arts in Laguna Beach, is home to the Pageant of the Masters, a spectacular stage production of living art creations and the Fine Arts exhibit featuring over 140 artists.

Employment Status

This is a year-round, full-time, exempt position.

Regular Hours Worked

Hours will vary based on the needs of the business. Off-season hours are mainly Monday through Friday from 9 am – 5 pm, with occasional weekends and evenings. In July and August this position may work up to six days a week. Mostly evening shifts with some days and mid-shifts. "On call" 24/7 during the season unless specifically excused by Security Liaison.

Basic Function

The Safety and Security Manager serves the Festival in the following areas: Safety, Security, and Event Staffing.

- * Ensures the safety and security of the Festival of Arts' property, staff, volunteers, patrons and artists. Consults regularly with colleagues and industry professionals on specific needs in relation to security operations.
- * Plans, directs, and manages the staff and operations of the Security Department to provide 24 hour-a-day protection and security in-season and off-season as needed.
- * Oversees crowd control and event staffing for patron seating on the Festival's entertainment green and in the Irvine Bowl. Applies working knowledge of ADA regulations to assist in FOA compliance.

Organizational Relationships

Reports to the Board of Directors through the Security Liaison.

- * Maintains working relationships with the Festival of Arts' department managers. External business relationships include dealings with Chiefs of Laguna Beach Police and Fire Departments, and their officers and staff personnel, other City employees as required, facility restaurant owners and managers, vendors, suppliers, etc.

Duties and Responsibilities

Grounds Security

Directs and coordinates detailed activities related to security of the grounds, exhibits and all physical property of the Festival of Arts, including the deployment and utilization of security staff.

Ensures the safety of patrons, staff, volunteers, artists, and other persons while on Festival grounds.

Loss Prevention

* Consults and collaborates with the Exhibits and Operations Departments to define security needs for the grounds and art exhibit; review the layout of new exhibitions in advance of installation. Recommends security devices and/or procedures as needed.

* Assist exhibitors with provisions for inclement weather.

*Works with gift shop supervisor for loss prevention in gift shop area. Oversees training of staff in proper procedures to handle theft or robbery.

*Inspects premises to determine security weaknesses and implements procedures for mitigating losses.

*Monitors Festival property off-season for prevention of vandalism and damage.

*Coordinates with other departments for loss prevention as needed.

Access Control Systems

*Oversees the production and issuance of Festival identification badges in accordance with the Festivals' Badge Protocol program and maintenance of the badge making equipment.

*Oversees staff admittance to administration office back door and access to back door code, as well as other sensitive areas. Changes back door and other codes as needed. Assigns alarm codes and disables codes as necessary. In cooperation with operations department, oversees key control for distribution and monitoring of all company keys.

Technology

*Oversees maintenance and operation of electronic security systems such as closed circuit surveillance, alarms, entry controls, and motion detectors. Controls and tracks the usage of security equipment and devices including headsets and hand held radios. Oversees the collection, archiving, and review of security video surveillance data. Reviews and updates equipment maintenance contracts.

*Recommends and oversees planning, evaluation, enhancement, purchase, and testing of new and existing security systems, technology, and devices. Oversees the installation of new equipment/devices and their integration with existing security systems.

Investigations

*Conducts internal investigations relating to sensitive security issues. May investigate acts of vandalism and theft, and works with law enforcement as necessary. Prepares written reports of results of investigations as required.

Parking Program

*Oversees the Festival's Parking Program and monitoring of all parking areas, especially Playhouse cast parking lot and FOA assigned city lot spaces in the evening. Works with appropriate Laguna Playhouse and City personnel to secure Festival parking spaces for summer season parking. Oversees distribution of parking passes and determines parking assignments for: cast and backstage volunteers, orchestra members, stage crew, board members, department managers, seasonal managers, year-round staff, exhibitors, VIP guests and others as needed.

Personnel Management

Recruiting/Hiring/Training

*In coordination with Human Resources, recruits, hires, and trains security personnel who will provide continuous security coverage (24/7) before, during, and after the Festival and Pageant season, as required.

*Plans and directs comprehensive, on-going training programs for all security personnel including but not limited to: new hire training, rehire training, updating of seasonal security position descriptions, scheduling CPR training and development of a seasonal security handbook. Handbook to include but not limited to: FOA house rules, radio etiquette, bag check procedures, dress standards, and ADA policies.

Scheduling

*Evaluates security staffing needs for the summer, establishes day, evening and graveyard shifts for the summer season, and assigns posts. Oversees scheduling for off-season and pre-opening events and rehearsals (including but not limited to: Working Press Night, Artist Preview Party, etc.)

*Responsible for time-keeping for all staff.

Supervising

*Coaches and counsels employees on performance issues, takes disciplinary action when needed, investigates patron/employee complaints, and makes recommendations for termination of employment. Consults with Human Resources Director on employee relations issues including termination of employment. Identifies staff with potential for increased responsibility and promotion. Supervises Safety and Security Administrative Assistant and Theater Services Manager.

Public/Patron Services

ADA

*Has solid knowledge of and stays updated on ADA regulations. Supervises and trains staff in accessibility procedures and customer service including but not limited to: Festival's policy on service animals and ADA accessibility issues covered under Title III of the ADA, public accommodations and services, including seating. Works in coordination with the Theater Services Manager and Director of Guest Services and Pageant Director on ADA issues in the Irvine Bowl.

Lost and Found

*Oversees Lost and Found department.

House Rules

*Oversees enforcement and compliance with House Rules and other Festival policies as required including staff training on House Rules.

Crowd Control and Event Staffing

*Oversees crowd control and event staffing for all FOA events, including reserved seating on the green and patron seating in the bowl. Coordinates with the Special Events and Membership Director for reserved seating and events on the green and the Pageant Director for Irvine Bowl seating, patron safety, and emergency and evacuation preparedness. Coordinates with the Director of Guest Services for Box Office crowd control. Monitors traffic flow at end of the Pageant, both pedestrian and automotive.

*Oversees Theater Services Manager position. Ensures cooperation between ushers, production department, guest services, and security.

VIP Security

*Develops and oversees special security arrangements for VIP guests during the regular season and for Celebrity Benefit Concert and Pageant.

Safety, Emergency Preparation, First Aid and Medical Assistance

*Oversees all aspects of Safety for the Festival of Arts property and maintains safety compliance. Oversees all safety programs including the Festivals Illness and Injury Prevention Program. Identifies potential risks of injury or physical hazards to patrons, employees, artists, vendors, property and the environment and develop methods to control the related hazards at an acceptable level.

Emergency Plan Drills and Training

*Oversees the implementation, updating, and testing of safety and disaster preparedness programs, policies, and procedures. Oversees regular drills and training sessions to educate staff, including volunteers and artists as appropriate, about security, safety, and disaster preparedness. Manages and trains emergency response teams. Reviews and maintains emergency evacuation plans for Irvine Bowl and Festival grounds for in-season and off-season.

First Aid

*In-season, staff all shifts with First Aid qualified personnel. Staffs the Irvine Bowl, during the Pageant and other seasonal events, i.e. High School Graduation, with staff who are CPR, defibulator and First Aid trained. Contacts local emergency medical personnel to request treatment when needed.

*Off-season ensures availability of year-round staff trained in basic first aid, CPR and AED.

*Responsible for providing a safe and clean environment where first aid and emergency medical attention may be given, and that adequately supplied first aid kits and other medical supplies/equipment are maintained.

Safety Programs and Injury and Illness Prevention Plan

*Assess current programs, develop or enhance current programs as required, and implement or oversee site specific safety training programs and procedures, including but not limited to: Illness and Injury Prevention Program, Heat Illness Prevention, GHS/Hazard Communication, Blood Borne Pathogens, Fall Protection, Fire Extinguisher, Hearing Conservation, Lockout/Tag out, Personal Protective Equipment and Respiratory Protection and any other programs as needed. Annually review safety programs as required by OSHA.

*Attend ongoing OSHA training to gain knowledge and required certifications.

Safety Committee

*Serves as FOA's Safety Officer and serves as chair of the FOA Safety Committee.

Accident Investigations

*Oversees the thorough investigation and reporting of all accidents, injuries, ensures that all records and reports (incident reports) are properly distributed and archived.

Safety Inspections

*Conducts or participates in security, fire, safety, and health inspections and surveys/assessments. Advises administration on “best practices” and other issues, and recommends appropriate or corrective action.

*Monitor departmental Monthly Self-Inspections, documentation and follow up. Inspect or oversee inspection of work areas and equipment to assess and affect changes necessary for maintaining compliance with Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), Americans with Disabilities Act (ADA) and Fire Code standard.

*Monitor in-house staff and outside contractors for compliance with OSHA, EPA, ADA, Insurance companies and Fire Code standards of work, safety equipment usage and documentation.

*Act as Festival representative during OSHA inspections including referrals, complaints, comprehensive and accident follow up.

*Monitor required Annual Permits as required.

Workers Compensation

*Works in coordination with the Director of Human Resources in renewal of Festival’s workers compensation insurance and completion of workers compensation and first aid claims, including required paperwork and submission to carrier.

*Reviews accident reports and posts OSHA 300 Logs. Analyzes Workers Compensation claims and identify trends and work with department managers to address root causes, in order to reduce the number and cost of claims.

Budget

*Manage the development of the Security Department annual budget. Forecast additional funds needed for staffing, training, equipment, materials and supplies, monitor expenditures; implement adjustments as necessary.

Other Duties

*Attend monthly board meetings. Prepare monthly board reports for Board of Directors meetings as needed and other reports as requested.

Other duties as assigned.

Requirements

*Bachelor’s degree from an accredited college or university required. Major course work in either law enforcement, criminal justice, security or other relevant experience strongly preferred.

*Minimum of **five years** of active supervisory responsibility and leadership experience in security and safety with a strong preference towards security operations in an entertainment or other public venue.

*Excellent verbal and written communication skills, leadership skills, conflict management skills, investigation skills, and sound judgment. Friendly demeanor and temperament.

*Knowledge of: crowd management and control techniques, principals of supervision and training, personnel management, fire and public safety regulations, ADA regulations, relevant federal, state and local regulations.

*Possession of current California Guard Card, current CPR and AED certificate and California driver's license.

*Computer skills, Microsoft Office (Word, Excel), Email, internet. Ability to use computer for timekeeping purposes.

*Must be willing to work up to six days a week during July and August, must be available to work mid-shifts, evenings and some day time hours as needed. Position is "on call," 24/7 during the season unless specifically excused by board liaison.

*Off season position is Monday through Friday with occasional weekends and/or evenings.

*Ability to work outside in various weather conditions, various degrees of temperature, exposure to dust and pollen, able to sit, stand or walk for extended periods of time, and up and down stairs.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.