

RCL Cruises Ltd.



(manual section is applicable for above companies)

HUMAN RESOURCES

Chapter 8 - .04 Deck

Revision 149 : January/12/2019

8.04.23 Guest Security Supervisor

Position Description

Position Title: **Guest Security Supervisor**Date: **3/17/2009**

POSITION SUMMARY

This position is responsible for deterring and/or effectively responding to shipboard incidents involving violations of the Guest Conduct Policy or other shipboard incidents as required by the Master. Reporting to the Security Officer (or equivalent position on Celebrity ships), the GSS will provide a highly visible security presence, that enhances the overall guest vacation experience by reducing the frequency and/or severity of incidents. Is an active member of the ship's crew, participating in training opportunities to elevate their level of awareness, ability and willingness to contribute to the security of the ship.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean and Celebrity brand standards, SQM standards, USPH and HACCP guidelines, environmental, and safety policies.

Patrol public spaces, observe and provide assistance and guidance to guests, quickly defuse issues and conflicts involving guests, or guests and crew, maintain a high level of visibility and provide the required presence to deter and prevent escalation of incidents. Carry out duties in a manner that provides reassurance and creates a "secure atmosphere" for guests. Enforce the Guest Conduct Policy and actively assist ship's management in conflict resolution. Respond and preserve evidence at an incident "scene," interview and prepare reports for incidents. Assist in crowd management, as needed, as well as train relevant departments in security techniques, crowd management and conflict resolution.

1. Establishes the visibility of shipboard security through patrolling indoor and outdoor areas, interacting with guests to ensure their security and compliance with reasonable standards of conduct. Responds promptly and effectively to calls for assistance.

2. Evaluates situations quickly to determine the appropriate security response and takes decisive action to address incidents, consistent with policy. Principally relies on effective communication and conflict resolution skills, but is able to utilize physical control and restraint techniques, when necessary, to control escalating or dangerous situations.
3. Works closely with other shipboard components to raise the awareness and importance of security and to integrate guest security in each department's daily activities.
4. Participates in the resolution of incidents, including conducting interviews, writing reports, assist the Chief/Security Officer to recognizing and preserving evidence, controlling crowds, complementing the experience of Security Officers and Staff Captains, training, and performing other security-related duties that enhance the guest vacation experience of guests.
5. Familiarization with the screening equipment operation as well as procedures of the Gangway operation is required from the GSS although this will not be their primary function. In times when a surge in access control security will be required (increase in threat level or other operational need) the GSS team will be a valuable asset to the Security Officers team.

QUALIFICATIONS

- A high level of English communication skills and experience/training in crowd management and customer relations, principally relying on non-aggressive, non-lethal forms of conflict resolution and crowd control.
- Ability to patrol in a none-routine manner, maintaining a high level of visibility and effectively dealing with escalating issues. When necessary, utilize defensive tactics and hand-to-hand skills to control or escort hostile persons. Recognize, preserve and properly document evidence.
- Ability to diplomatically or, if necessary, physically deal with guests in tense, adversarial or confrontational situations.
- A level of physical fitness which permits the use of physical control and restraint techniques if needed.
- A well groomed, physical appearance and demeanor that establishes a presence that serves as an incident-deterrent as well as a reassurance to guests.
- Knowledge of relevant equipment, processes and strategies to promote effective security.
- Ability to work effectively with others in a multicultural environment.

Language Requirements

- Ability to speak English clearly, distinctly and cordially. Ability to read and write English and understand and interpret written procedures.
- Ability to speak additional languages such as Spanish, Italian or French may be

required for specific geographical itineraries.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

Related Chapters:

END OF SECTION