

Job Posting: Facilities Security Worker

Hours:	Full time / 37.5 hours per week
Compensation:	\$25/hr (plus a competitive benefit package, including a bonus paid vacation week at winter break, extended health and Dental plan, and Personal Wellness Days.)
Application Deadline:	Until position filled
Start Date:	As soon as possible
To Apply:	Please submit a cover letter and resume by email to Martin Borg, Chief Facilities Officer: borg@vcm.bc.ca

Located on the Ləkʷəŋən traditional territory, known today as the Songhees, Esquimalt, WSÁNEĆ (Tsartlip, Tseycum, and Tsawout) and Scia'new (Beecher Bay) Nations, the Victoria Conservatory of Music identifies equity, diversity, inclusion, accessibility, and reconciliation among its guiding ideals, and encourages applications from candidates of all identities and backgrounds.

The Victoria Conservatory of Music – A great place to work

The Conservatory is so much more than just a music school; it is also a creative hub where music, technology, and vision converge, fostering an environment where students can stretch their musical imaginations. In addition, our beautiful heritage Alix Goolden Hall is a premier concert space for the Greater Victoria region. The Conservatory is also a place where people come for the health and wellness benefits that music brings through our renowned Music Therapy program. We are a community that inspires, nurtures, and enriches through excellence in music education, performance, and wellness.

Overview

The Victoria Conservatory of Music is seeking a reliable and patron-focused Facilities Security Worker to join our Facilities team. Reporting to the Chief Facilities Officer, this role is responsible for helping maintain a safe, secure, and welcoming environment for students, faculty, staff, patrons, and visitors through facility monitoring, access control, security patrols, incident response, and outstanding customer service. The successful candidate will be professional, observant, and committed to supporting the day-to-day operations of the Conservatory.

Key Responsibilities

- Maintain a safe, secure, and welcoming environment for students, faculty, staff, patrons, contractors, and visitors.
- Conduct regular patrols of interior and exterior areas to identify and respond to security, safety, and facility concerns.
- Monitor building access and enforce access control procedures for authorized personnel and visitors.
- Respond appropriately to alarms, incidents, emergencies, disturbances, and suspicious activities.
- Provide exceptional customer service while acting as a professional and visible presence within the facility.
- Utilize strong communication and active listening skills when interacting with students, patrons, staff, and visitors.
- De-escalate challenging situations calmly, professionally, and respectfully.
- Monitor and report hazards, maintenance concerns, policy violations, and unusual activities.
- Complete daily logs, incident reports, occurrence reports, and other required documentation in an accurate and timely manner.
- Collect and document information related to incidents and security investigations when required.
- Support emergency response and evacuation procedures.

- Work collaboratively with Conservatory staff, contractors, emergency responders, and external partners as needed.
- Maintain confidentiality and exercise sound judgment when handling sensitive situations.
- Remain alert and capable of standing, walking, and patrolling for the duration of assigned shifts.

Strengths and Skills

- Excellent verbal and written communication skills.
- Strong customer service orientation with the ability to create positive interactions and experiences.
- Ability to maintain a safe and secure environment for students, staff, faculty, and patrons.
- Strong observation skills with a keen eye for identifying potential risks, hazards, and security concerns.
- Ability to conduct routine security inspections and audits of buildings, grounds, and organizational assets.
- Skilled in conflict resolution, de-escalation, and problem-solving.
- Ability to remain calm and professional in emergency or high-pressure situations.
- Strong attention to detail and commitment to accurate documentation.
- Ability to write clear, concise, and professional reports.
- Ability to collect, document, and preserve evidence and information when required.
- Demonstrated ability to work independently while exercising sound judgment and decision-making.
- Commitment to adhering to organizational policies, procedures, and safety standards.
- Proficiency in basic computer applications and electronic reporting systems.

Qualifications and Requirements

- Valid BC Security Worker Licence.
- High school diploma or equivalent.
- Previous security experience in a public-facing environment is considered an asset.
- First Aid and CPR Certification is considered an asset.
- Strong interpersonal and customer service skills.
- Ability to communicate effectively, both verbally and in writing.
- Ability to obtain and maintain all required certifications and clearances.

Other Requirements

- A satisfactory Criminal Record Check is required for all positions at the Victoria Conservatory of Music.
- Must be legally eligible to work in Canada.
- Must be willing to work in the downtown Victoria area.
- Availability to work evenings, weekends, and special events as operationally required.
- Ability to stand and walk for extended periods during a shift.
- Ability to work both indoors and outdoors in varying weather conditions.

We thank all applicants for their interest in joining the Victoria Conservatory of Music. Only those selected to continue through the recruitment process will be contacted.