

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

**POSITION TITLE:** Loss - Prevention Officer  
**REPORTS TO:** Loss - Prevention Manager  
**SUPERVISES:** n/a  
**UPDATED:** December 2016

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### OVERVIEW:

A Loss & Prevention Officer is responsible to safeguard the hotel property and assets, and guard the well-being of guests, employees, and visitors.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Patrol hotel property to ensure the safety of guests and employees and to protect all hotel assets
- Initiate and follow-up all investigations of crimes committed against property and persons
- Assist sick and injured guests and employees, ensuring documentation and disposition of reports
- Answer house calls, assist guests and employees with respect to safety, security and hotel operations
- Maintain accurate records while performing basic duties including, but not limited to: camera monitoring, daily shift activity log, lost & found reporting, and all guest or employee interaction
- Initiate investigations, write incident and accident reports, monitor investigations to their timely conclusion and ensure appropriate follow-up with guests, visitors and employees, documenting all contacts
- When required, act as overnight service express attendant
- Secure property per established procedures
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
- Set a good safety example
- All other duties as assigned

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**SKILLS AND EXPERIENCE:**

- Minimum of one year Hospitality Security, Law Enforcement, or Armed Forces related background preferred
- Knowledge of basic Fire, Life & Safety standards/processes
- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
- Basic computer knowledge
- Must be able to work a flexible schedule

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**GENERAL REQUIREMENTS:**

- Ability to obtain current CPR certification and First Responder training required
  - Must possess or be able to obtain the BST certification
  - Must be able to stand and exert well-paced mobility for up to 4 hours in length
  - Must be able to lift up to 15 lbs. on a regular and continuing basis
  - Must be able to bend, squat and occasionally lift 25 lbs. to 50 lbs.
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