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## JOB ADVERT

### RIDER SUPERVISORS' VACANCIES (2)

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We seek to fill the above position in Nairobi and Siaya.

#### SUMMARY

##### **Job Description**

- Proper manning and deployment of security officers during the shift in the area of responsibility.
- Introduction of new security officers to clients during leave swoop or when replacements take place.
- Carrying out assignment induction (OJT) to the new security force and ensure that they are well versed with assignment instructions before deployed at the assignment.
- Ensuring that the security force turn out is maintained at the highest standards during the shift.
- Ensuring that all those under supervision always maintain the highest standards of discipline and tact.
- Taking immediate firm and fair correction and corrective measures for any infringement to the Company Code of Conduct, Standing Operations Orders and Assignment Instructions, and escalating where necessary.
- Update the muster rolls in liaison with the relevant officers.
- In liaison with the operations assistant, verify all labour budgets related to your shift of supervision to ensure that days worked are as per the checklists, updated muster rolls and the final payroll.
- Cultivating and promoting a culture of positive attitude, cooperation and cohesion in subordinates and peers.
- Ensuring that all security officers in assignments of responsibility sign the Daily Checklist and have it delivered to the Operations Assistant at the end of the shift.
- Where applicable, carrying out a weekly physical check and inspection of all security equipment to ascertain their serviceability.
- Communicating any information from the security officers to the Operations Assistant.
- Attending to clients' complaints within one hour from the time the complaints are raised and giving feedback to the client.
- Attending and investigating any incidents raised during the shift within 3 hours and submitting initial investigation report at the end of the investigation.
- Establishing and maintaining liaison with the local police or any other security agents in the area of responsibility.
- Fortnightly providing counsel, education, and any other information to the subordinates in the area of responsibility through parades.
- Conducting weekly inspection of the force and cleanliness of their workplaces and submitting reports with comments and or recommendations to the Management through the Operations Assistant.
- Ensuring that all security officers in the area of responsibility are properly kitted.

- Carrying out correct and proper shift duties by thoroughly briefing the incoming supervisor on any pending issues.
- Always projecting, cultivating and practicing excellent customer care culture and public relations.
- Continuously monitoring individual performance and submitting relevant reports to the immediate supervisor.
- Advising clients on any additional requirement to improve their personal security and that of their property.
- Appraising the clients on any products recently acquired or introduced by the Company.
- Business prospecting.

### Minimum Requirements

- Minimum 5 years' supervision experience in private security.
- Diploma in Security Studies or a related field will be an added advantage.
- Must possess a valid riding license – Class A2 or G.
- Possession of an NYS discharge certificate.

### Key Competencies

- Must be physically able to perform outlined duties for specified shifts as assigned.
- Excellent written and verbal communication skills in addition to customer service skills.
- Investigations and Report Writing Skills
- Detail oriented and able to handle multiple tasks.
- Must be capable of handling stressful situations without decreasing productivity.
- Flexibility in working during different shifts including weekends and holidays

**Job Location:** Nairobi (1) and Siaya (1).

If your experience, personality, and competencies match the above specifications, we would love to meet you and explore the role with you. Please send your **resume and cover letter only**, clearly indicating the **Job Title 'Rider – Supervisor' on the subject line**, and forward your application to reach us not later than **11<sup>th</sup> Julys 2022** to [careers@bedrock.co.ke](mailto:careers@bedrock.co.ke)

Only shortlisted applicants shall be contacted.