GARDAWORLD
Careers

Lobby Ambassador - Corporate

Reference	1449821400
Work locations	Vancouver (British Columbia, Canada)
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The role of a Lobby Ambassador

GardaWorld is looking for a brilliant and highly experienced lobby ambassador to represent a leading customer in a high-end business environment. It is not only a security role - it is a front-hand position that combines security, service and sophistication.

As a key member of the GardaWorld elite security team, you will be both a trusted protective presence and the first impression for all visitors and staff. Your role is to provide a safe and welcoming environment, providing a concierge level experience while maintaining strict and discreet access control.

Pay and benefits

- Competitive hourly salary of $26
- Full-time temporary opportunity: Monday - Friday from 08:00 AM to 04:00 PM
- Temporary role 2 to 3 months with other roles available after the end of the contract
- We invest in you by covering the cost of continuing training and continuing training through GardaWorld Academy
- Career opportunities in GardaWorld, with routes to the security supervisor and other leadership positions
- Working with a support team that values professionalism, integrity, vigilance and respect
- A uniform is supplied free of charge.
- Opportunities to develop your security experience while developing valuable customer service, communication and leadership skills

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Duties and responsibilities · Lobby Ambassador

- Maintain a calm, discreet and vigilant protection presence throughout the office to protect the Director and ensure a safe environment.
- Serve as the first point of contact in the lobby, greet the principal, VIP guests, and visitors with discretion, professionalism and warmth.
- Apply access policies, verify authorities, monitor arrivals and ensure that only authorized personnel are admitted to safe areas.
- Assess the environment on an ongoing basis for suspicious risks or activities. Respond appropriately to potential threats or incidents using GardaWorld's security protocols.
- Act as a key link to emergency events (fire, medical care, evacuations), ensuring the Director's safety while coordinating with building staff and first responders.
- Use building monitoring, alarm and communication systems to maintain real-time awareness of the situation and ensure preparedness.
- Coordinate closely with the GardaWorld Executive Assistants, Building Management, Internal Staff and Local Command Structure to align with protocols and expectations.
- Maintain detailed travel records, visitor records and incident reports in line with GardaWorld and client standards.
- Maintain a polite and well oiled appearance, display emotional intelligence and remain alert, composed and responsive throughout the working day.

Qualifications · Lobby Ambassador

- Have legal authorization to work in Canada.
- Hold a valid BC security license
- First aid certification - OFA 1 - Required
- Exceptional customer service skills
- 3 years and more experience in a safe janitor/lobby role
- Prior experience in high-profile, customer-facing environments strongly preferred
- Proven ability to detect and mitigate threats, defuse conflicts and maintain a compound presence under pressure
- Proficient in operating CCTV, access control, and emergency response systems
- Good vision and excellent ability to maintain concentration
- Alert, detail-oriented, with strong situational awareness
- Basic skills in telephone and computer science
- Exceptional customer service skills

If you are ambitious with an entrepreneurial spirit and someone who wants to be GardaWorld's ambassador, a promising career awaits you!

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Search for reference 1449821400 on the Canadian GardaWorld careers portal.

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