Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 06/22/2022

is now hiring!

Store Protection Specialist

Number of Openings: 1

Salary Range: $11.00+ per hour
Employment Status: Part-time

Welcome to Ross Stores, Inc., where our differences make us stronger… At Ross and dd's, inclusion is a way of life. We care about our Associates and the communities we serve and we value their differences. We are committed to building diverse teams and an inclusive culture. We respect and celebrate the diversity of backgrounds, identities, and ideas of those who work and shop with us. Come join us as we continue our diversity, equality and inclusion journey!

GENERAL PURPOSE:

This position provides a visible presence at the Store entrances/exits, mitigating theft and fraud and maintaining a safe and secure environment for Associates and Customers. The Specialist makes eye contact, smiles, and greets all Customers in a prominent, courteous and friendly manner deterring opportunity for theft by demonstrating "command" presence in a Company issued vest/required black attire, and monitoring the Code 50 package inspection policy. Walks sales floor to identify and address potential theft indicators, as directed by Store Leadership. Partners with Store Leadership to ensure compliance with Loss Prevention directives and minimization of operational shortage. Must embrace Company values and have a mentality to protect the Ross treasure.

ESSENTIAL FUNCTIONS:

Maintaining Safe & Secure Environment:

- Understands that safety is the number one priority and practices safe behaviors in everything they do and assists Store Leadership in maintaining a safe and secure environment for both Associates and Customers.
- Provides visible "command" presence, including prominent greetings with eye contact, at Store entrances/exits and on sales floor in a Company issued vest/required black attire, monitoring for potential safety issues.
- Removes clutter and ensures safe, clear egress to emergency exits.

Developing Great Teams & Partnerships:

- Provides great Customer service by prominently greeting Customers, making eye contact, smiling and answering questions in a friendly and courteous manner.
- Treats all Customers and Associates with respect.
- Demonstrates courtesy, friendliness, and professionalism at all times. Recognizes Associates using Company recognition programs.
- Regular involvement with internal and external partners. May include conference calls, scheduled district meetings, educating Associates, providing recognition, etc.
- Other duties as assigned to support Loss Prevention initiatives.

Personal and Store Brand

- Represents and supports the Company brand at all times.
- Maintains a professional appearance, in accordance with Company dress code.

Mitigating Theft & Fraud:

- Monitors entrances/exits as well as sales floor for potential theft by identifying suspicious behavior.
- Gathers theft indicators and uses internal or external intelligence to impact shortage trends. Effectively communicates to Store Leadership and Loss Prevention Leadership.
- Adheres to Company policy for external theft response.
- Executes all Company Best Practices and maximizes productivity by minimizing steps and touches while working.

Minimizing Operational Shortage:

- Increases Store awareness on effective processes to minimize operational shortage. Trains and educates Associates on shortage

reduction initiatives.
- Observes and validates proper checkout procedures for Customers and Associates.

COMPETENCIES:

- Manages Work Processes
- Business Acumen
- Plans, Aligns & Prioritizes
- Builds Talent
- Collaborates
- Leading by Example
- Communicates Effectively
- Ensures Accountability & Execution

QUALIFICATIONS AND SPECIAL SKILLS REQUIRED:

- High School education or equivalent required, AA degree preferred.
- One year retail supervisor experience or similar training preferred.
- One year loss prevention/security training preferred.
- Active Security Guard License preferred
- Ability to work effectively in a fast-paced environment.
- Strong communication skills.
- Demonstrated ability to build and maintain relationships with the Store team.
- Excellent Customer service skills.
- Proven ability to effectively resolve conflict.
- Must be able to comply with all applicable federal and state laws and regulations for security positions, including but not limited to, additional background screening, physical examination, fingerprinting and/or drug and alcohol testing.

PHYSICAL REQUIREMENTS/ADA:

- Consistent timeliness and regular attendance.
- Ability to spend up to 100% of working time standing, walking, and moving around the Store.
- Must be able to raise or lower objects more than 25 lbs., from one level to another (includes upward pulling).
- Must be able to regularly bend, stoop, or crouch (frequency and duration will vary per daily business need).
- Certain assignments may require other qualifications and skills.

SUPERVISORY RESPONSIBILITIES:

None

DISCLAIMER

This job description is a summary of the primary duties and responsibilities of the job and position. It is not intended to be a comprehensive or all-inclusive listing of duties and responsibilities. Contents are subject to change at management's discretion.

Ross is an equal employment opportunity employer. We consider individuals for employment or promotion according to their skills, abilities and experience. We believe that it is an essential part of the Company's overall commitment to attract, hire and develop a strong, talented and diverse workforce. Ross is committed to complying with all applicable laws prohibiting discrimination based on race, color, religious creed, age, national origin, ancestry, physical, mental or developmental disability, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), veteran status, military status, marital or registered domestic partnership status, medical condition (including cancer or genetic characteristics), genetic information, gender, gender identity, gender expression, sexual orientation, as well as any other category protected by federal, state or local laws.

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Ross: About Us

Over the past 30+ years, Ross Stores, Inc. has grown from a six-store chain into a $16 billion, Fortune 500 Company. Our business model is resilient. By keeping costs low and offering exciting brands, we deliver value to our customers. Our unique off-price model enables us to continue opening new stores across the country, outpacing traditional retailers for three years running.

Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.
We appreciate you sending qualified applicants to our stores and facilities.

This Job Posting will expire in 30 days.