

<b>Position Title:</b>	<b>Loss Prevention Specialist</b>
<b>Reports to:</b>	<b>Director, Loss Prevention</b>
<b>Business Unit:</b>	<b>Corporate Security</b>

### Position Summary

Reporting to the Director, Loss Prevention, the Loss Prevention Specialist is responsible for recommending and upholding standards of Safety, Security, and Shrink Reduction in the workplace by investigating and case-managing incidents involving loss or damage to NSLC assets. As well this role liaises with internal and external stakeholders to provide advice, information and expertise regarding compliance in the areas of applicable statutes or NSLC policy. The incumbent is also a designated Inspector under the Liquor Control Act with all of the associated authority, responsibility, and accountability.

### Job Functions

#### Essential Responsibilities:

- Provide exceptional service to internal and external stakeholders by responding to inquiries and concerns and providing advice, expertise and collaboration in the areas of Corporate Security, Enterprise Risk Management, and Retail Loss Prevention
- Deliver on safety, security, & shrink reduction standards by providing communication, training & coaching to NSLC employees on loss prevention/corporate security requirements, strategies, policies, procedures & protocols; primarily in retail operations
- Perform Loss Prevention/Security assessments of designated NSLC retail outlets to ensure compliance with NSLC policies, procedures, and regulations, as well as the LCA; and complete detailed reports of stores risk assessment
- Conduct investigations including taking statements, reviewing video surveillance, and documenting occurrences relating to criminal acts, violations, or inappropriate activity; liaise with law enforcement, HR & union representatives as required
- Prepare reports for Manager, Loss Prevention & Enforcement, offering advice and recommendations relative to criminal charges, employment related matters, and corporate liability
- Prepare and file investigation notes, recommendations and outcomes using LP&E Incident Case Management System

#### Secondary Responsibilities:

- Provide advice and guidance to contract security staff and NSLC employees on security related matters
- Maintain a current working knowledge of LP&E/Security-related electronic equipment such as alarms, video surveillance systems, access control, and fraud detection and prevention
- Develop and maintain contacts within enforcement agencies throughout the province
- Identify equipment, infrastructure, and operational deficiencies, and report same to the Manager, Loss Prevention and Enforcement
- Demonstrate commitment to the NSLC's social responsibility mandate
- Demonstrate commitment to workplace health and safety
- Perform other related duties as assigned; frequent travel, within the province, as required

### Qualifications

#### Knowledge, Skills and Abilities:

##### Knowledge

- Strong knowledge of the Criminal Code of Canada, applicable acts, statutes, and bylaws; and an intimate knowledge of the Liquor Control Act
- Working knowledge of NSLC business systems, policies, and processes
- Sound knowledge of processes and procedures associated with Asset Protection in a retail environment
- Sound knowledge of retail operations and related operating practices
- Knowledge of video surveillance including the use of remotely manageable and networked digital video recorders
- Knowledge of case management practices utilizing a case management software solution

### Skills

- Exceptional organizational and time management skills
- Conflict management and resolution skills
- Solid information collection, report writing, and presentation skills
- Effective oral and written communication skills
- Coaching and mentoring skills
- Strong computer literacy in standard MS Office and web-based applications; Perspective Case management software, and very strong MS Excel and SAP skills

### Abilities

- Work effectively and remain composed in conflict situations
- Adept in working with a multitude of electronic devices and related applications
- Engage employees through effective education & motivation, and encourage a team approach on LP&E matters
- Maintain a high level of confidentiality in all related matters
- Advocate meaningful collaboration with internal & external stakeholders at all levels
- Demonstrate leadership & trust
- Self-motivated

### **Education and Experience:**

#### Required

- An undergraduate degree in a related field such as Sociology, Criminology, or Security Management
- Minimum 5 years' experience in the field of Loss prevention, enforcement and/or corporate security
- Experience using case management software

#### Preferred

- Accreditation from a recognized association such as ACFE, ASIS or LP Foundation
- 5 or more years combined experience in the field of law enforcement and/or retail risk management

*An alternate combination of education and experience may be considered equivalent.*