

**From:** Oakland Macomb Fire Prevention Society OMFPS

**Sent:** Tuesday, February 28, 2017 5:44 PM

**To:**

**Subject:** Fwd: Job opportunity

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**From:** "Colleen Pennington"

**To:**

**Sent:** Tuesday, February 28, 2017 3:46:15 PM

**Subject:** Job opportunity

HELLO MDFIS

PLEASE SEE THE ATTACHED JOB DESCRIPTION. SCOTT IS A FORMER COWORKER/FRIEND OF MINE AT WESTLAND FIRE.

HIS CONTACT EMAIL IS [scottlucas2005@gmail.com](mailto:scottlucas2005@gmail.com) or [DTISecurity.users@tigers.com](mailto:DTISecurity.users@tigers.com)

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I have been working in Crowd and Emergency Management for the Detroit Tigers since 2015. In January of this year I was tasked with recruiting, hiring and training Crowd Managers.

I would appreciate it if you would forward this email and/or the job description to WPD and FD retirees, current members and/or anyone else you think appropriate.

Attached is a job description of the Detroit Tigers and Comerica Park Crowd Manager position. New hires start between \$10-\$14 an hour based on experience and can plan on between 30-35 hours per week during the baseball season.

It's a great gig for retirees, college students and/or people looking to earn extra income.

Thanks in advance for your time, consideration and assistance!

All the best,

Scott Lucas  
Security Onboarding Coordinator  
Detroit Tigers, Inc.  
2100 Woodward

# Event Staff Security Job Description

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**Title of the Position:**

Crowd Manager

**Department:**

Park Operations (Security)

**Reports To:**

Crowd Manager Supervisor

**Overall Responsibility:**

Maintain established security policies and procedures that will protect Comerica Park assets, colleagues, and guests during all sports, concerts, and other events.

**Primary (Essential) Duties:**

During events crowd managers have a direct responsibility for the safety and welfare of all colleagues and guests inside Comerica Park, including the physical contents of the venue. During any event, crowd managers may have to perform one or more of the following:

- Ensure a safe and friendly fan atmosphere by screening all guests and guest packages being brought into Comerica Park. Screening is conducted by electronic detectors and/or physical searches of persons and property.
- Ensure detecting devices and security equipment are operating properly.
- Regulate and control access to restricted and secure areas.
- Provide escorts to specific locations within Comerica Park and provide personal protection to colleagues or guests when needed.
- Respond quickly and correctly to an incident or emergency.
- Remind colleagues and guests of rules to be followed in a tactful and professional manner without making enemies for themselves or the venue.
- Control or manage a crowd.
- Write an accurate incident report by recording and communicating information, observations, and occurrences in writing (electronic format) so others will understand. Interview witnesses and other persons relevant to a specific incident and attach photographs and other documents to reports as necessary.
- Monitor and patrol Comerica Park premises in order to identify, diagnose and resolve safety concerns in order to maintain and promote a fan-friendly entertainment environment.

- Serve and professionally interact with guests attending events, provide information and direction to inquiries from guests or colleagues in a positive and friendly manner. Offer or deliver alternative options or resources to assist guests in resolving complaints or disputes.
- Notify executive level management and/or proper authorities as situations dictate.
- Contribute to the overall security and Park Operations team effort by accomplishing other related tasks as needed.

**Knowledge, Skills and Abilities:**

- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective security operations for the protection of colleagues and guests.
- Knowledge of principles and processes for providing customer and personal service. This includes assessing guest needs and delivering superior guest service.
- Strong verbal and written communication skills.
- Exhibit and maintain professionalism when interacting with others, especially during stressful situations.
- Exercise good judgment and emotional control while remaining objective when interacting with colleagues and guests.
- Exercise integrity in all aspects of job duties and performance.
- Reliable in reporting for work on time and when assigned.
- Ability to present a professional appearance in accordance with grooming and dress code standards.
- Ability to use a walkie-talkie and/or other communication devices to communicate with and stay in contact with other security personnel.

**Working Conditions and Physical Demands:**

- Must be available to work all weekend games (Friday through Sunday) and day games played during the week (Monday through Thursday).
- Must be able to stand and walk for extended periods of time, usually 6-7 hours.
- Must be able to navigate stairs.
- Must be able to reach with hands and arms and use hands and fingers to handle objects and operate equipment necessary to perform primary duties.
- Must be able to bend and lift objects necessary to perform primary duties.
- Must be able to work in a variety of outdoor climates including extreme heat and cold, humidity, rain, and darkness.
- Must be able to defend self or others, using minimal physical force if necessary, and only in accordance with corporate use of force policies.
- Must be able to communicate effectively in English, using proper grammar and vocabulary.

**Education and Experience:**

- Must possess a high school diploma or equivalent.
- Current or previous experience in the fields of law enforcement, fire service, medical service, security, or military is preferred.