



The **Director of Stadium Security Operations and Risk Management** for TeamOps LLC is responsible for supervising all operations and activities for TeamOps LLC conducted at Gillette Stadium and managing risks associated with on-going operations. This position's primary role is to provide leadership, oversight and management of security operations for Gillette Stadium. This position requires positive proactive communication and coordination with both internal constituents including site operations, food and beverage, parking, marketing, media relations, business development and events as well as with external constituents including federal, state and local public safety agencies to ensure the highest level of security and customer service at Gillette.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide overall leadership and direction to the Gillette Stadium and Patriot Place TeamOps personnel
- Implement appropriate coaching and corrective practices to align personnel with company objectives
- Effectively execute vision and operational strategy to drive organizational performance through management of the physical security programs for Gillette Stadium and Patriot Place
- Oversee and support Director of Operations in TeamOps scheduling to ensure proper staffing and deployment for all Gillette Stadium security needs
- Conduct investigations for both site wide issues and for TeamOps employee issues at Gillette Stadium, report results to Senior Director of Security and bring matters to closure in connection with other operating departments, including human resources
- Conduct investigations and act as liaison to legal, human resources, other operating departments, insurance companies and consultants for any incidents that may result in loss
- Oversee command center for 24/7 operations and Gillette Stadium event day security operations
- Identify, assess and evaluate risks through claims review, complaints and other data points and produce risk reports for senior management
- Recruitment and selection of all full time personnel in conjunction with COO and Senior Director of Security Operations
- Implement consistent operating policies and procedures to minimize risk
- Ensure highest level of customer service is delivered by all TeamOps employees

- Create and maintain relationships with internal and external constituents to foster collaboration and cooperation for current and future organizational objectives
- Instill the Kraft Group's core values across entire department
- Special projects and assignments as business dictates

SUPERVISORY RESPONSIBILITIES: Director of Security, Site Supervisor, Event Manager, Event Supervisors

SKILLS AND QUALIFICATIONS

- Minimum 10 years of experience in related field
- Relies on extensive experience and judgment to plan and accomplish goals.
- Preferred law enforcement or military experience
- Bachelor's degree/Master degree preferred
- Successfully demonstrate experience in developing and executing security programs (from policy to operations)
- Strong organizational skills with ability to effectively plan and execute multiple events simultaneously
- Successful record of leadership, team building, motivating and leveraging external partners, including public safety agencies, to achieve organizational goals
- Ability to work nights and weekends
- Superior crisis management skills
- Ability to collaborate and build successful partnerships with internal and external constituents
- Exemplary verbal, written and interpersonal skills
- Confidentiality and discretion

PHYSICAL DEMANDS

- While performing the duties of this job, the employee is required to be standing for a period of 6 hours or more.
- The employee frequently is required to talk or hear.
- The employee is regularly required to reach with hands and arms.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 30 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
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WORK ENVIRONMENT

- Generally located in administrative office during business hours
- Event Venue, noise level in the work environment is typically loud

- Densely populated on event day

Apply on line – www.thekraftgroup.com/careers

Contact: Krista Gadzala – 508.549.0419 or kristag@thekraftgroup.com

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