



JOB POSTING

LOSS PREVENTION OFFICER PRIVATE INVESTIGATOR

JOB TITLE	Retail / Clothing Investigator
DEPARTMENT	Loss Prevention: Uniformed, Plain Clothes
JOB ANALYST	Loss Prevention Department
DATE ANALYZED	05/02/28
WAGE CATEGORY	Investigator
JOB CODE	LP-03
DATE VERIFIED	2005/02/28

JOB STATEMENT

The Loss Prevention Investigator's primary duty is to reduce loss of merchandise within a retail environment. They will conduct surveillance, conduct investigations, apprehend persons found committing theft, fraud, and related offences. They will be responsible for general and specific areas of concern as directed by the client.

ESSENTIAL FUNCTIONS

1. Surveillance of areas of concern as directed by client.
2. Apprehend persons found committing theft or related offences.
3. Enforce the T.P.A. when required.
4. Document and maintain all Arrest Reports.
5. Document and maintain all Recovery Reports.
6. Interview persons apprehended as per protocol.
7. Follow all safety procedures as outlined by client.
8. Liaison with client.
9. Gather and process all evidence, follow proper arrest procedures.
10. Maintain a high level of customer service and client relations.

JOB SPECIFICATIONS

The Investigator is to communicate with the client. In this capacity the Investigator is expected to take accurate and complete notes of everything discussed. No detail is too small. The Investigator will follow all directives as outlined in store policy and Intelligarde procedures.

All communications are to be in written format. Investigators are to establish a professional rapport with each member of their team and the community at large. Review their duties each day, their role and expectations. Investigators are expected to know each location and the physical layout of each environment. Our business is that of a service. Each client and staff should be regarded as an asset.

All Investigators will have completed all required training needed to fulfill their role as retail / clothing Investigators. All candidates must meet the expectations as described above in order to be considered for any merit increase.

All Investigators will assess on performance and training completed to be fully considered for any promotion or merit increase.

For details concerning performance and training expectations, please refer to your handouts and guidelines as per Intelligarde policy. Or you may contact your Loss Prevention Manager.

Interested candidates should submit a letter with resumé and fax to 416.469.4255 or email to jobs@intelligarde.org.

Please state that you are applying for INVESTIGATOR or UNIFORMED LOSS PREVENTION OFFICER.