LOSS PREVENTION OFFICER

Job Description:

A Loss Prevention Officer is a surveillance and security professional responsible for preventing damage, fraud, and theft, usually in a retail environment. Their duties include patrolling store aisles and monitoring customers, watching security camera footage and confronting individuals they suspect of theft. Loss Prevention Officers are employed by store owners to limit their losses from theft by discouraging criminal behavior and apprehending anyone attempting to steal products. Their role is to hold people accountable for the damage they cause to the company through vandalism or stolen products. They look for patterns of suspicious behavior and closely observe shoppers, approaching them when they attempt to leave the store without paying for merchandise. Loss Prevention Officers collaborate with law enforcement and other Security Officers when necessary to prevent serial thefts at their store.

Job Responsibilities:

* Monitor public areas for unusual activity and potential threats.
* Monitor security systems like alarms and closed-circuit cameras.
* Identify potential thieves from customers or staff.
* Follow and confront a potential person of interest who is suspected of shoplifting.
* Document theft and other violations of security, and what they observed on duty.
* Work with law enforcement to detain suspects of shoplifting or dishonest employees.
* Some Loss Prevention Officers with experience can develop their own security policies.
* In retail stores, loss prevention protects people, money, equipment, and merchandise.
* They may work with undercover store detectives to prevent theft.
* Direct installation of covert surveillance equipment, such as security cameras.
* Maintain documentation of all loss prevention activity.
* Perform cash audits and deposit investigations to fully account for store cash.
* Advise retail establishments on development of loss-investigation procedures.
* Collaborate with law enforcement to investigate and solve external theft or fraud cases.
* Monitor and review paperwork procedures and systems to prevent error-related shortages.
* Investigate or interview individuals suspected of shoplifting or internal theft.
* Visit stores to ensure compliance with company policies and procedures.
* Supervise surveillance, detection, or criminal processing related to theft and criminal cases.
* Recommend improvements in loss prevention programs, staffing, scheduling, or training.
* Hire or supervise loss-prevention staff.
* Review loss-prevention exception reports and cash discrepancies to ensure adherence to guidelines.
* Provide recommendations and solutions in crisis situations such as workplace violence, protests, and demonstrations.
* Maintain databases such as bad check logs, reports on multiple offenders, and alarm activation lists.
* Verify correct use and maintenance of physical security systems, such as closed-circuit television, merchandise tags, and burglar alarms.
* Train loss prevention staff, retail officers, or store employees on loss control and prevention measures.
* Perform or direct inventory investigations in response to shrink results outside of acceptable ranges.
* Coordinate theft and fraud investigations involving career criminals or organized group activities.
* Direct loss prevention audit programs including target store audits, maintenance audits, safety audits, or electronic article surveillance (EAS) audits.
* Develop and maintain partnerships with federal, state, or local law enforcement agencies or members of the retail loss prevention community.
* Coordinate or conduct internal investigations of problems such as employee theft and violations of corporate loss prevention policies.
* Assess security needs across locations to ensure proper deployment of loss prevention resources, such as staff and technology.
* Analyze retail data to identify current or emerging trends in theft or fraud.
* Advise retail officers on compliance with applicable codes, laws, regulations, or standards.
* Monitor compliance to operational, safety, or inventory control procedures, including physical security standards.
* Identify potential for loss and develop strategies to eliminate it.
* Administer systems and programs to reduce loss, maintain inventory control, or increase safety.
* Assess dangerous situations and diffuse before escalation.
* Remove any imminent danger of vandalism and theft from the store.

Job Qualifications:

* Associates in criminology, security, or related field required
* Bachelors in criminology, security, or related field preferred
* Experience as a Loss Prevention Officer

Opportunities as a Loss Prevention Officer are available for applicants without experience in which more than one Loss Prevention Officer is needed in an area such that an experienced Loss Prevention Officer will be present to mentor.

Job Skills Required:

* Strong knowledge of the security measures of the industry
* Understanding of the company’s security needs
* Excellent time management skills and ability to multi-task and prioritize work
* Attention to detail and problem solving skills
* Excellent written and verbal communication skills
* Strong organizational and planning skills
* Outstanding organizational and time management skills
* Resourcefulness and ability to problem solve
* Ability to multitask and prioritize daily workload and development procedures
* Outstanding communication and interpersonal skills
* Skilled in working with Microsoft Office
* Awareness of the factors that influence the industry
* Understanding of advertising psychology
* Strong moral certitude
* Strong sense of ethics
* Good judgment to react effectively and efficiently in stressful situations by taking the best course of action.
* Good sense of people and good observation skills
* Be alert and aware.
* Loss Prevention Officers need to be patient and observing
* Able to stand on their feet in the store for hours without distraction.