



Specialist, Wayfair Stores Asset Protection Job Description

JOB INFORMATION

Exemption Status:	Non-Exempt
Division:	Four-wall Hourly
Business Unit:	Wayfair Store
Title/Job Profile:	Specialist, Wayfair Stores Asset Protection
Job Description Name:	Specialist, Wayfair Stores Asset Protection-80036
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Reports To:	Asset Protection Manager-TEMP03

JOB SUMMARY

The Asset Protection Specialist will be responsible for maintaining the highest levels of safety and security for Wayfair associates and customers each day.

This position will also provide support to all applicable stakeholders in the event of an emergency. This individual will be part of a dynamic Retail Asset Protection team whose mission is to provide world class support to our partners. The Asset Protection Specialist will report to the Asset Protection Manager and advise on any developing opportunities.

JOB FUNCTIONS

This Job is Essential	<input type="checkbox"/>
Remote Work Capable	<input type="checkbox"/>

Essential Functions

Essential Function

Greet and check-in all visitors, suppliers, contractors, and employees as they arrive and offer assistance and guidance as necessary.

Responsible for the security environment by monitoring alarms, access control, CCTV and events that may impact Wayfair's operations and assets.

Respond to incidents and/or crisis events that occur or could potentially impact Wayfair's operations

Perform key duties and be the key point of contact for first responders in the event of an emergency, injury, or incident.

Conduct daily safety and physical security assessments of the building and document findings.

Maintain detailed records of communications and events, including incident reporting and daily activity reporting

Manage and handle sensitive incidents while maintaining the company's and affected individual's confidentiality.

Responsible for knowing all site-specific policies and procedures, and implementing emergency response activities as appropriate.

Work in partnership with the Asset Protection Manager and Asset Protection Lead on asset protection related initiatives and investigations.

Work with store leadership to resolve safety and physical security related issues.

Responsible for following all company procedures, maintaining acceptable attendance, and adhering to all grooming and customer service standards.

Required for All Jobs

- Performs other duties as assigned
- Complies with all policies and standards

QUALIFICATIONS

Education

Education Level	Education Details	Req/ Pref
High School Diploma	Minimum high school diploma or equivalent required	Req

Work Experience

Experience	Experience Details	Required/ Preferred
1-3 years	Experience in safety, security, or loss prevention, preferably in a retail environment	Required
1-3 years	Customer service skills that will be used when interacting with store associates and customers.	Required

Knowledge, Skills and Abilities

KSAs	Proficiency
A flexible schedule (nights, weekends and some holidays) required	High
Apprehension experience required	Medium
Experience with access control systems and CCTV systems preferred	Medium
Ability to walk and stand for prolonged periods of time required	Medium
Demonstrated ability to be very customer service oriented, with the ability to professionally interact with all levels of individuals in a courteous manner, and to de-escalate situations before they become hostile or unsafe required	High
Professionalism and ability to use good independent judgment and discretion required	High
Outstanding verbal and written communication skills required	High

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred
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PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands
Category: Service Workers

Physical Demands

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Stationary Position				X		
Move/Traverse				X		
Stationary Position/Seated		X				
Transport/Lifting			X			50
Transport/Carrying			X			50

Physical Demands

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Exerting Force/Pulling			X			50
Ascend/Descend			X			
Balancing			X			
Position Self/Stooping				X		
Position Self/Kneeling				X		
Position Self/Crouching				X		
Position Self/Crawling			X			
Reaching				X		
Handling				X		
Grasping				X		
Feeling				X		
Communicate/Talking				X		
Communicate/Hearing				X		
Repetitive Motions				X		
Coordination				X		

Working Environment

While performing the duties of this job, the associate is required to work within the selected working environments.

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold	X				
Extreme heat	X				
Humidity	X				
Wet	X				
Noise	X				
Hazards	X				
Temperature Change	X				
Atmospheric Conditions	X				
Vibration	X				

