

JOB DESCRIPTION

Job Title: Asset Protection Security Specialist (APSS)

Department: Asset Protection **Location:** Store/Field

ABOUT GABE'S

Founded in 1961 in Morgantown, West Virginia, Gabe's is a leading off-price retailer. Since opening more than 60 years ago, Gabe's has focused on being the destination for the very best deals on everything you need. Old Time Pottery, a Tennessee-based home merchandise store, became a part of the Gabe's family in 2023. Combined, the companies offer customers a broader assortment of home and seasonal products at incredible prices. Today, more than 170 Gabe's and Old Time Pottery store locations are found across 20 states.

JOB SUMMARY AND PURPOSE

The Asset Protection Security Specialist (APSS) provides a highly visible, uniformed presence at the store entrance to deter theft, promote a safe and welcoming environment for customers and associates, and support shrink reduction through proactive customer engagement and strict adherence to company policies and procedures. This position is an integral part of the store's safety culture, delivering a consistent and professional first impression while reporting directly to the Store Manager, with functional guidance and support from the Regional Asset Protection Manager (RAPM).

DUTIES AND RESPONSIBILITIES

- Maintain a highly visible presence at the store's main entrance/exit to deter theft and promote a safe, secure shopping environment.
- Deliver a warm, friendly greeting to every customer — acknowledge with a smile or wave at approximately 10 feet, and offer a genuine, helpful greeting at approximately 4 feet.
- Help customers find what they need or connect them with an associate who can and close every interaction with a sincere thank you.
- Conduct routine, documented store and exterior property visibility walks after notifying the Manager on Duty (MOD) before leaving post.
- Assess and maintain safe, secure physical security standards throughout the store, including entrances, exits, and exterior property.
- Remain alert and attentive to customer and associate activity, using situational awareness to identify potential safety or security concerns.
- Leverage Company-approved de-escalation tactics and resources when responding to safety or security situations.
- Understand and appropriately use the store's video surveillance system to support awareness of activity in and around the building.
- Maintain a professional appearance, demeanor, and command presence at all times while on shift.
- Notify Manager on Duty (MOD) before taking breaks and coordinate coverage to maintain a continuous presence at the entrance.

- Exit the building with the store closing team whenever possible to support end-of-day safety.
- Do not chase, detain, block, physically confront, or attempt to apprehend suspected shoplifters under any circumstances.
- Do not pursue suspects into the parking lot or use a personal device to record incidents.
- Notify the Regional Asset Protection Manager (RAPM) of suspicious activity or theft trends prior to contacting law enforcement, unless an emergency exists.
- Contact 911 immediately for imminent threats, medical emergencies, or other life-safety situations, and notify the RAPM as soon as possible thereafter.
- Document and report all safety and security incidents accurately and in a timely manner using the Company's incident/case management system.
- Demonstrate a culture of ethical conduct, safety, and compliance; follow all safety policies and best practices, and report hazards or correct them where possible.
- Support store leadership in building and reinforcing a shrink and safety culture among associates.
- Build positive working relationships with store associates, customers, and local law enforcement partners.
- Perform other Asset Protection duties as assigned, consistent with Company policy.

EDUCATION AND EXPERIENCE

- Must be at least 18 years of age.
- A High School diploma or GED equivalent is preferred.
- Previous experience in retail, security, customer service, or asset protection is preferred.
- Must meet any state or local licensure, registration, or other legal requirements applicable to the position.
- No prior law enforcement or apprehension experience is required; this is a non-apprehension, deterrence-focused role.

KNOWLEDGE, SKILLS, AND ABILITIES

- Must have a positive, engaging, and customer-focused attitude.
- Must have excellent communication skills and the ability to professionally interact with customers and associates at all levels.
- Ability to maintain a highly visible, approachable, and professional presence for extended periods.
- Strong situational awareness, with the ability to observe, recall, and distinguish characteristics of people and vehicles.
- Ability to remain calm, composed, and use sound judgment in fast-paced or stressful situations.
- Ability to work independently and collaboratively as part of a store team.
- Ability to follow Company de-escalation protocols and escalate concerns appropriately without physical intervention.
- Ability to stand and walk for extended periods, including for the duration of a scheduled shift.
- Must be flexible to work nights, weekends, and holidays as needed.
- Basic working knowledge of computers and standard programs for incident documentation.
- Ability to complete required paperwork accurately and in a timely manner.
- Ability to maintain confidentiality and exercise discretion.
- Ability to remain mobile for the duration of a scheduled shift (shift length may vary).
- Capable of working in and around varying temperatures, humidity, and other elements near store entrances/exits.

SUPERVISION

This position does not have direct reports. The APSS reports directly to the Store Manager, with functional guidance and support from the Regional Asset Protection Manager (RAPM).

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.