

WAPATO POINT MANAGEMENT COMPANY
Position Description

POSITION TITLE:	Full-Time (Seasonal) Safety Services Officer
DEPARTMENT:	Safety Services
REPORTS TO:	Safety Services Supervisor
SUPERVISES:	None
FLSA STATUS:	Non-Exempt
BARGAINING UNIT:	Not represented by a collective bargaining unit

Basic Function

To ensure the safety of guests, owners, employees, and Company property. Routinely patrol the Resort property, assuring the security of the facilities by anticipating hazards and resolving potential problems.

Essential Duties and Responsibilities

1. Promote and maintain positive customer relations by providing first class customer service to all owners and guests.
2. Patrol resort property checking for potential problems or hazards.
3. Check and secure all buildings as necessary.
4. Answer calls for assistance and investigate disturbances.
5. Monitor the resort area for fire.
6. Be of service to guests regarding potential problem situations they may encounter.
7. Anticipate potential problems and seek ways to prevent disruption, injuries and prohibited conduct from occurring on Company property.
8. Maintain a written log of daily shift activities.
9. Always be professional.
10. Inform persons of rule infractions or violations.
11. Tag all burned out outside lights. Inform on-duty maintenance staff of burned-out light bulbs.
12. Perform other duties as assigned.

Education and Experience

High School diploma or general education degree (GED) preferred. Previous customer service and security experience desirable.

Knowledge, Skills and Abilities

1. Pleasant demeanor.
2. Good attention to detail.
3. Strong oral and written communication skills.
4. Valid driver's license and a good driving record.
5. Ability to demonstrate sound judgment and excellent problem-solving skills.
6. Excellent interpersonal skills.
7. Ability to calmly and tactfully deal with difficult situations.
8. Ability to apply logic and common sense in carrying out detailed oral or written instructions.

9. Ability to respond to guests, owners, vendors, and co-workers in a considerate and polite manner.

Financial Responsibilities

None

External Contacts

Owners, guests, visitors, contractors, and staff.

Physical Requirements

The employee must be able to physically access all areas of the property. Stand or walk for prolonged periods of time; talk and hear. Must be able to bend from the waist, crouch, stretch, kneel, climb, twist and crawl without restrictions. Good eye-hand coordination, peripheral vision, and manual dexterity.

Job Conditions

Deal with external weather conditions through all seasons.

Other Requirements

Must possess a valid Washington State Driver's License. Ability to read, write and communicate in English. CPR/First Aid Certification. Report to work with a neat and clean appearance. Excellent attendance, ability to work various shifts.