

<b>Position Title</b>	Public Safety Officer
<b>Reports to</b>	Public Safety Manager
<b>Position Type</b>	Full-time, Seasonal Non-Exempt

#### **Who We Are**

Our Mission is providing a happy & safe environment where families & friends create a lifetime of memories. Sandy Pines is a seasonal member recreational community, RV resort & campground 30 miles southwest of Grand Rapids. The resort encompasses 813 acres with Lake Monterey, a 216-acre lake and an 18-hole golf course. There are 2,200 seasonal member sites including a 54-unit year-round condo complex, campsites, cabins, and seasonal park model rentals. Sandy Pines is committed to supporting, developing, and maintaining a quality Recreational Park benefiting its members, families, and their guests.

#### **Job Summary**

The Public Safety Officer (PSO) position is a challenging and rewarding role that encompasses various duties and responsibilities. PSO's patrol the Park property, enforce Park rules, and respond to calls varying in nature including emergencies, disputes, argumentative or threatening members, etc. They will render medical aid, assistance, and recommendations; monitor access points, perform building checks, and monitor alarm systems; dispatch patrol units, complete investigations, prepare detailed reports; complete patrols on foot, in vehicles, and by boat; and process member, guest, and camper requests. Public Safety Officers provide 24/7 coverage to the Park to ensure the safety of members, guests, and staff.

#### **Duties and Responsibilities**

- Provide a safe and secure environment for members, guests, and staff.
- Provide professional and courteous service to members and guests.
- Protect member property and ensure their safety.
- Protect Park infrastructure and property.
- Patrol Park on foot, in patrol vehicles, and in patrol boats.
- Enforce Park rules including trespassing, traffic violations, alcohol consumption and off-site use, and controlled substance use and/or possession.
- Maintain a close cooperative working relationship with police, fire, and EMS agencies.
- Complete thorough investigations and detailed reports.
- Process member requests in person, by phone, or by email.
- Identify hazardous conditions or safety issues.
- Deescalate and resolve conflicts.
- Process member payments, balance register transactions, and prepare deposits.
- Radio dispatching and call talking.
- Respond to emergencies (medical, fire, safety).
- All other duties as assigned.

#### **Qualifications**

- Must be 18 years of age or older.
- High school diploma or GED.

- First Aid and CPR Certification required.
- Ability to work a variety of hours including holidays, weekends, and varying shifts.
- Excellent driving record.
- Must be able to safely operate vehicles in all types of conditions and weather.
- Excellent computer skills with proficiency in Microsoft Office (Word, Excel, and Outlook).
- Must be able to communicate effectively with members, guests, and coworkers.
- Ability to work in a fast-paced environment.
- Able to work effectively with a team or independently.
- Must be able to manage projects and prioritize tasks.
- Proactive, confident, and self-motivated.
- Demonstrated writing and organizational skills.
- Must protect confidential information.
- Eagerness to learn new systems, technologies, and skills.
- Ability to take and give constructive criticism.
- Strong problem-solving and conflict resolution abilities.

#### **Preferred Qualifications and Skills**

- Medical License in MFR, EMT, Paramedic, or equivalent.
- Experience with rule enforcement, investigations, and report writing.
- Strong interest in community, health, and recreation.

#### **Working conditions**

Fun team atmosphere with collaboration spanning many teams and groups within the Park. Fast paced environment in season (April-October). Working conditions are varied and demanding, including long periods of standing and walking, and frequently entering and exiting a vehicle. Periods of physical exertion may occur depending on assignment and in response to emergencies. Working conditions may include an element of risk depending on assignment. This position will work in all weather types including inclement weather (rain, thunder, snow, ice, etc.). This position requires working in both indoor and outdoor environments under demanding and busy conditions. It requires the employee to walk on uneven and various surface types including, but not limited to, grass, dirt, pavement, cement, wet pool areas, and tile.

#### **Physical requirements**

Must be able to frequently walk, stand, and sit for long periods of time.  
 Must be able to frequently lift, push, pull, and move 35 lbs.  
 Must be able to occasionally lift, push, pull, and move 50 lbs.  
 Must be able to frequently enter and exit a vehicle.  
 Must be able to bend, reach, and/or twist.

#### **EEO Statement**

Sandy Pines is an Equal Opportunity Employer. We are committed to equal employment opportunity without regard to age, height, weight, familial status, marital status, race, color, national origin, ancestry, religion, sex, sexual orientation, physical or mental disability, genetic information, veteran status, uniformed servicemember status, or any other status protected by applicable federal, state, or local laws.